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ABSTRACT

This kit presents unedited primary source documents which illustrate a wide range of alternative approaches to document delivery systems. Selected for their value to administrators and decision-makers, these documents derive from general membership surveys and from libraries contacted directly by the Systems and Procedures Exchange Center (SPEC) and are produced within 6 months of the survey. This kit comprises 26 papers representing ideas, methods, and solutions utilized by Association of Research Libraries (ARL) members for dealing with problems associated with document storage and transmission, user transportation, external delivery services, and internal delivery services. (RAA)

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March 1982

OMS

Systems and Procedures Exchange Center

ED219063

Document Delivery Systems in ARL Libraries

Kit 82

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IR010277

USES OF SPEC KITS

The Systems and Procedures Exchange Center (SPEC) is a clearinghouse operated by the Association of Research Libraries, Office of Management Studies that provides a central source of timely information and materials on the management and operations of large academic and research libraries. It facilitates the exchange of knowledge and documents through SPEC Kits, which are distributed ten times each year to ARL members and other interested libraries. The Kits include topically-arranged groupings of unedited primary source documents – selected for their value to administrators and decision-makers – that illustrate a wide range of alternative approaches to specfic issues.

Kit documents come from general membership surveys and from selected libraries contacted directly by SPEC, and most Kits are produced within six months of surveys. The documents' value comes from their variety of ideas, methods, and solutions. They are not viewed as finished products, but rather as points of departure for a library's planning efforts and as stimulants to innovative approaches to problem-solving. As such, Kits do not present answers or prescriptions for any one library; instead they illustrate how selected ARL members are planning for or dealing with particular issues. The worth of any one Kit to a particular library will depend upon the specific topic covered and the library's stage of development in that area.

Materials are selected according to the following criteria:

- Presents an approach of potential value to administrators and decision-makers
- Timely, and dealing directly with the topic under consideration
- Probability of application of ideas or thinking to other library situations
- Illustrative of actual practice, rather than theoretical
- Understandable, readable communication

All together, the materials should provide a range of alternative approaches that complement each other, provide variety, and stimulate comparison and contrast.

Libraries can take advantage of the Kit compilations in a number of ways. Administrators can evaluate the assumptions, methods, and results of other libraries' approaches; compare and contrast them; and use the learnings in their own situations. Library staff members can use the kits as professional development and current awareness tools. Committees and task forces can use them to begin a review of current practices. And the Kits can identify other persons or places to contact for further information. Back-up files in the SPEC office also are available for loan to member libraries. In addition, SPEC will conduct on-demand surveys or analyses geared specifically for a single library.

EVALUATION

Kit Title/Number _____

1. Which uses did the library make of this Kit?

2. Please indicate how useful the Kit was for these purposes.

☐ Very Useful ☐ Quite Useful ☐ Somewhat Useful ☐ Not Useful

3. Do you have suggestions for this Kit or for future Kits?

(optional)

NAME _____

LIBRARY _____

PHONE _____

Please return this form to the SPEC Center, OMS/ARL, 1527 New Hampshire Ave., N.W., Washington, DC 20036.

1/82

ISSN 0160-3582

DOCUMENT DELIVERY SYSTEMS
SPEC KIT #82

MARCH, 1982

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Faith A. Meakin, University of California, San Diego.

DOCUMENT DELIVERY SYSTEM QUESTIONNAIRE

SUMMARY OF RESPONSES

OFFICE OF MANAGEMENT STUDIES

ASSOCIATION OF RESEARCH LIBRARIES 1527 New Hampshire Avenue, N.W., Washington, D.C. 20036 • (202) 232-8656

Library TOTAL NUMBER OF RESPONSES: 90 September 20, 1981

SPEC Survey on Document Delivery Systems

PART ONE: DOCUMENT TRANSMISSION

1. Has your library experimented with transmitting documents in facsimile?

   21 Yes
   69 No

2. If yes, please describe the system(s) you have used or experimented with. Also, please enclose any available reports, policy documents or publicity items relating to the system(s).

THIS KIT INCLUDES A SUMMARY OF RESPONSES TO THIS QUESTION.

Library_____

PART TWO: DOCUMENT DELIVERY*

1. CURRENT DOCUMENT DELIVERY SYSTEMS: Please list the document delivery systems currently in operation in your library system, including both on-campus delivery and delivery to external users and other institutions. (Or, enclose relevant documents that include this information)

Delivery System	Purpose & Duration	Methods of Finance e.g. User fees, library budget item, etc.	User Groups Affected	Turnaround Time Expected & Achieved

Many libraries provided lists of their delivery services. Others noted that they enclosed docuemnts that provided the information requested here. There was a wide range of responses, many of which did not make clear the exact arrangements used for the delivery services. Most respondents did not include an expected turnaround time

Based on the responses received, we have constructed five categories of services. A tally of responses by category follows this page.

The following types of answers have been excluded from the tally: use of the U.S. Postal Service, UPS, Federal Express or other faster means of transport (because too few libraries specifically named such services)* and services that are not provided by a responding library. (In the latter case, many libraries that know such services operate in their area included references to existing local document delivery services).

The completed questionnaires are available from SPEC, so that libraries that would like to obtain more information can send requests to the Systems and Procedures Exchange Center. Please specify exactly the kind of material that you would like to receive.

*However, it should be noted that RLIN members responded that they routinely use UPS for delivery among network members.

*It is not necessary to include the U.S. Postal Service. Also, it is not necessary to include descriptions of normal photocopying services--only actual delivery of copied items or library materials.

PART TWO DOCUMENT DELIVERY

CURRENT DOCUMENT DELIVERY SYSTEMS

SUMMARY OF RESPONSES

1. External delivery to and from local libraries

No. of services reported: 29

(These are not network delivery services. They often result from agreements among two or more libraries)

Funded by:
- Libraries 12
- University/parent institution 6
- Govt. agency 6 (Grant funding or demonstration project)
- Outside agencies 2 (These are fee-based services)
- Not given 3

User groups served: users at libraries of participating institutions

Turnaround time achieved:

Range: 24 hours---15 days

1 day	9
1-3 days	8
Over 3 days	8
Not given	4

2. External delivery to and from network member libraries

Number of services reported: 26

Funded by:

Network members	17
Government	9

User groups served: users at participating institutions

Turnaround time achieved:

Range: 24 hours---7 days

1 day or less	5
1-3 days	11
Over 3 days	7
Not given	3

3. Delivery to campuses within a university system

Number of services reported: 21

Funded by:

University	12
Library	7
Other	2

User groups served: faculty, staff and students

Turnaround time achieved: Range twice daily---3 days

1 day or less	4
1-3 days	8
3 days	2
Not given	7

4. Internal delivery to branch libraries, storage facilities.
No. of services reported: 40

Funded by: Library 34
University 6 (campus mail)

User groups served: Branch libraries 16 (materials not transported for users)
Branch users 22
Faculty/staff 2

Turnaround time achieved:
Range: 3/4 hours---5 days

1 day or less	22
1-3 days	10
3 or more	1
Not given	7

5. Internal delivery direct to users
No. of services reported: 16

Funded by: Library 8
Library + user fee 6
Other: university (campus mail) 1
departments 1

User groups served: Faculty 7
Faculty and students 8
Researchers 1

Turnaround time achieved: Range:1 day---1 week

1 day or less	1
1-3 days	5
3 or more	6
Not given	4

Library_____

PART THREE: USER TRANSPORTATION

1. CURRENT USER TRANSPORTATION: Is user transportation to other libraries provided either by your library or by institutional arrangements?

20 Yes
70 No

If yes, please describe the service and include relevant policy and publicity documents.

2. Is user transportation provided in lieu of other delivery possibilities?

0 Yes
85 No
5 No response

3. PREVIOUS USER TRANSPORTATION: Has your institution provided user transportation at any time during the past ten years?

9 Yes
73 No
8 No response

If yes, please describe the service and indicate the reason(s) for its termination, or include relevant documents.

4. Does your library or your institution pay external user fees at other libraries for individuals or groups served by your library?

18 Yes
67 No
5 No response

If yes, please describe the arrangements, or enclose relevant documents.

Library_____

PART FOUR: REQUEST TRANSMISSION

1. Does your library use the OCLC Interlibrary Loan subsystem to transmit ILL requests?

59 Yes
29 No
2 No response

2. Does your library use any other electronic mail system such as the RLIN system to transmit requests?

40 Yes
49 No
1 No response

If yes, please describe and enclose relevant documents.

Responses varied; some libraries mentioned more than one system:

RLIN:	21	Local message system:	3
Other electronic mail:	13	Telex	8

3. Does your library order documents through an online data base service?

24 Yes
63 No
3 No response

If yes, please describe the charges assessed for this service, if any, and enclose relevant documents.

Charges
5 Library absorbs charges
9 Patron pays vendor fee only
4 Patron pays vendor fee and additional charge
6 Type of charge not identified
24

4. Does your library transmit requests from on-site users to branch libraries and transport materials from branches for users?

44 Yes
42 No
4 No response

If yes, please describe the service and enclose relevant documents.

Library_____

PART FIVE: FUTURE PLANS

1. What delivery systems are you considering, planning or experimenting with? Describe the reasons for your interest in these systems and indicate the nature and duration of the experiment where applicable. (Or enclose relevant documents that include this information).

Delivery System	Purpose & Duration	Method of Finance	Turnaround Time Expected

TALLY OF RESPONSES (few libraries were able to give complete information on plans)

7 Awaiting improved telefacsimile technology

6 Establish courier service to area libraries or consortium members

5 Establish a system to deliver material to faculty offices

4 Delivery service for branches, storage facilities

3 Electronic mail

2 Establish a delivery system for documents found via online searching

2 Transport users to area libraries

1 Ready to install telefax

1 Expand existing delivery system to cover all faculty offices

1 Use UPS

1 Establish truck delivery service for campuses in state system

1 Experimenting with electronic information delivery

1 Obtain P.O. Box to bypass campus mail delays

Library_____

2. DISCONTINUED DOCUMENT DELIVERY SYSTEMS: If you have used document delivery systems during the past ten years, but have discontinued them, please list the systems and indicate the reasons for discontinuing the systems (or enclose relevant documents that include this information) .

No. of responses	Delivery System	Purpose & Duration User Groups Served	Method of Finance	Reason(s) for Terminating
	SUMMARY OF RESPONSES	(Libraries generally did not give all information)		
1	TWX			Replaced by OCLC ILL Subsystem
1	Telefacsimile			Removed when OCLC ILL Subsystem began
1	UPS			Replaced by state network DDS
3	Delivery to faculty offices			Budget reduction
1	Local area deliveries			Funded by state library; funding terminated
1	Van for consortium deliveries			Too expensive; switched to UPS
1	Van and UPS deliveries			Grant expired
1	Messenger Service			State subsidized; subsidy ended
1	Ordering documents through online data bases			Too expensive; also inefficient since some orders had to be transmitted twice.
1	Intercampus courier, three years' duration. Financed by Library.			Replaced by another system
1	Intercampus library courier, two years' duration, costs shared among institutions. Now a general intercampus shuttle is used to transport materials.			
1	Interlibrary courier to 22 local libraries, financed by government grant; 15 months' duration. When terminated. most participants already had access to another document delivery service.			
1	Air delivery to and from major research libraries, funded by participanting institutions. Abandoned because the speed of air delivery was offset by inefficient ground transit to the libraries.			

DOCUMENT STORAGE AND TRANSMISSION

M E M O R A N D U M

March 16, 1982

TO: File

FROM: Stephen Toney

SUBJ: Telefacsimile experiment at the Smithsonian Institution Libraries

The Smithsonian Institution Libraries has the pattern of a large central reference facility and a large number of small branches which receive backup collections support from the central facilities and to a lesser extent from each other. During 1981 the SIL experimented with telefacsimile transmission between the central reference services and three branch libraries. The primary purpose of the telefacsimile experiment was to substitute for the physical delivery of xerox copies of journal articles needed by the branch libraries from the central collections. The project was funded for a 1-year period by a grant from the trust funds of the Smithsonian Institution.

Slow-speed machines capable of transmitting and receiving unattended to nearly all other slow-speed machines were chosen. The machines were left on continually in automatic-receive mode throughout the experimental period. The machines were capable of a resolution of 200 x100 lines per inch, which allows fairly good legibility of small footnotes.

The study showed that, for the interal operations of the SIL, telefacsimile was of great benefit in the transmission of rush requests, but that these are relatively few and did not warrant the cost of the network. The decision of whether the request was "rush" was that of the patron, and did not incur any additional work or expense. Even so, "rush" requests were extremely few. In one branch receiving deliveries twice a week, rush requests averaged one a month; in a branch receiving physical delivery once a week, rush requests averaged about five per month.

The Smithsonian experiment received wide publicity in the national library press; the publicity invited other libraries to use the network for inter-library loans. Despite this wide notice only one library ever requested to send material through the network. (Several other libraries expressed interest in participating in a network but did not get to the point of installing equipment.) Therefore it was concluded that telefacsimile is not yet a viable medium for inter-library loan.

The SIL will, as funds allow, install and maintain a permanent fax network. This will employ modern high-speed digital equipment rather then the slow-speed equipment used for the experiment. The high-speed equipment is not only of a higher resolution (200 x 200), but is less costly in terms of staff time and telecommunications charges.

Telefacsimile is not seen as replacing physical delivery entirely in the near future. Items such as bound volumes, very long articles, and color plates are not suitable for telefacsimile transmission as it now exists.

ST:ft1

SMITHSONIAN INSTITUTION LIBRARIES

A N N O U N C E M E N T August 26, 1980

The Smithsonian Institution Libraries is pleased to announce that it can now send and receive telefacsimile transmission of certain materials.

With funds from a bequest to the Institution from Atherton Seidell, the SI Libraries will rent telefacsimile equipment for one year in order to determine the usefulness of telefacsimile to SI Library operations. For this one-year period, terminals will be located in the Central Reference unit in the Natural History Building and in the National Zoological Park Branch Library.

The experiment will consider (1) the value of telefacsimile to SIL internal operations, (2) its value for interlibrary lending and borrowing, and (3) which brands of terminals are most suitable to this research library.

The terminals to be installed will be able to receive transmissions from nearly all the one- to six-minute terminals installed in the world, by identifying the characteristics of the sending terminal and adjusting themselves accordingly. The SIL terminals will be left on, in automatic receive mode during business hours and perhaps continuously, so that other libraries wishing to transmit to SIL may do so merely by dialing the terminal and initiating transmission. The phone numbers for the terminals are (202) 357-2797 for Central Reference, and (202) 673-4860 for the Zoo Library.

The SI Libraries are interested in hearing from other libraries who wish to cooperate in studying the interlibrary loan aspects of telefacsimile. Please address inquiries to Stephen Toney, Assistant to the Director for Systems and Planning, Smithsonian Institution Libraries, Washington, D. C. 20560.

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PART ONE: Document Transmission

2. The Commonwealth Campus Libraries of our 21 branch campuses first experimented with telefacsimile in the fall of 1966 by installing Datafax machines at two locations outside University Park and making transmissions between them and a machine in the main library at University Park. At only one of these campuses, Capitol, located near Harrisburg, Pennsylvania, did we ever attain a satisfactory quality of copy reproduction. At the other location, King of Prussia Graduate Center, the received copy was rarely legible. Apparently, most of the difficulty in reproduction was attributable to the electrical interference inherent in the ordinary telephone lines used for the transmissions. By the end of 1966 we removed the Datafax equipment and installed Telecopier units at University Park and at seven of the other campus libraries.

   The Telecopier machines, although less than perfect, produced much clearer reproduction over ordinary telephone lines than had the Datafax machines. We ultimately placed Telecopier, then Magnafax, and for a time, some Graphic Science Dex I machines at nineteen campuses outside University Park. These units were used mainly to transmit interlibrary loan and photoduplication requests from the Commonwealth Campuses to the main campus. Through much initial adjustment and continual maintenance, we secured an acceptable level of transmission quality but the excessive demands upon library personnel time that were required for this purpose plus the high costs led to removal of the machines from all Commonwealth Campus Libraries by mid-January 1972.

   Late in 1971 the administration of the Commonwealth Campuses set up a telefacsimile network that used Magnafax machines, later replaced by Telecopier 400-I's, which were placed in the administrative offices at University Park and at each of the other campuses. The Commonwealth Campuses Library Interlibrary Loan office also had a machine, and the campus libraries could send rush requests through the Campus administration offices. The format of these requests was oriented toward reducing transmission time but was extremely unwieldy for use in processing the requests.

   The Telecopier network was terminated by the Commonwealth Campuses administration in May 1975 because of the network's inefficiency and the high cost of machine rentals, supplies, and of personnel transmission time at both the sending and receiving stations.

OFFICE OF MANAGEMENT STUDIES
ASSOCIATION OF RESEARCH LIBRARIES 1527 New Hampshire Avenue, N.W., Washington, D.C. 20036 • (202) 232-8656

Library Washington State University Libraries September 20, 1981

SPEC Survey on Document Delivery Systems

PART ONE: DOCUMENT TRANSMISSION

1. Has your library experimented with transmitting documents in facsimile?

   x Yes
   ___ No

2. If yes, please describe the system(s) you have used or experimented with. Also, please enclose any available reports, policy documents or publicity items relating to the system(s).

Overview

In June 1979, Washington State University Libraries joined with the Pacific Northwest Bibliographic Center in a Telefacsimile Project originally set up for a six-month trial period. The aim of the project was to find out if it was economically feasible to deliver telefacsimile copies of articles available in the collection of the University of Washington to Washington State University Libraries patrons. The project was extended for an additional six months but discontinued after that time.

In order to help support the project, WSU guaranteed payment for a minimum of two requests per month at the established rate of $12.00 per request with a limit of five pages per reqeust. Additional pages were billed at 50¢ per page.

Procedures

The WSU library receiving a request for telefacsimile service verified the material as being available at the University of Washington, either through use of the UW's Central Serial Record or by directly telephoning the UW. The request was phoned to PNBC by the central Interlibrary Loan office. PNBC picked up the material, photocopied it, and sent the telefacsimile out. The only telefacsimile machine at WSU is located in another department, so one of the central ILL office staff would go to that department, get the copy, and deliver it to the appropriate library.

Patron Fees

Several factors were considered in establishing patron fees for this service:

1. Absorption of the fees by the ILL department could lead to abuse of a relatively high-cost, labor-intensive service.
2. Low or non-useage of the service would mean that the ILL department would have to absorb the cost of the service because of the guaranteed use payment.

3. Due to the drop in direct cost after meeting the guaranteed use requirement, an "average" cost was sought to equitably charge all users of the service.

Patrons' fees were set at $7.00 for delivery of an article up to five pages in length, with an additional charge of 50¢ for each page over five.

Assessment of the Service

After the one year trial period, the project was discontinued for the following reasons:

1. Requests tended to be for more than five pages. This increased the time involved in transmission of the articles and staff time to oversee the transmission.
2. The increased number of pages involved increased the cost to the patron and made the service less desirable.
3. There was general low use of the service which resulted in higher cost per transaction than was originally anticipated.

Please see Exhibits A through G attached.

EXHIBIT

Pacific Northwest Bibliographic Center

University of Washington Library · Seattle, Washington 98195
Telephone: (206) 543-1878 · Telex: 32-8909 · Twx: 910-444-1644

June 18, 1979

Warren Babcock, Interlibrary Loan
Washington State University
Pullman, Washington 99163

Dear Warren:

As we discussed over the phone, here is the information we have developed pertaining to the PNBC Telefacsimile Project which will enable PNBC to maintain a telefacsimile machine for 6 months. We will evaluate its use in November. I want to tell you that Weyerhaeuser would have been very happy with a one year experiment, so if successful, there is a good chance that this project would continue as long as we can maintain the equipment at no charge to the PNBC budget.

1. Washington State University guarantees to make 2 requests at $12 per request each month between July 1 and December 31, 1979. This is a total of $24 per month and will be charged whether or not you actually make two requests. For your purposes, we could bill you $144 for the six months basic agreement with one invoice.

2. The third and subsequent requests would be charged at $2.00 per request with a limit of 5 pages per request. This $2.00 is a telefacsimile surcharge for document delivery only. Any request over 5 pages will be billed an additional $.50 per page. In your publicity, I would suggest you stress the 5 page limit. This is not a substitute for interlibrary loan and I don't believe either of us want to get into transmitting long articles unless it is a real emergency.

3. I will need a letter from Allene agreeing to this service. It should specify whether you want to be billed monthly or quarterly and whether you want the guaranteed two requests billed separately or with the regular billing.

Continued...

Thank you for agreeing to participate in this project with PNBC and with Weyerhaeuser, which is guaranteeing 3 requests a month plus a sliding scale based on our Business and Industry fee schedule. WSU is receiving the reduction because the Washington State Library already subsidizes requests from academic libraries using PNBC and our access to state supported SCAN lines.

If you have any questions, please let me know.

Sincerely,

William DeJohn, Director
Pacific Northwest Bibliographic Center

cc: Dr. Allene F. Schnaitter
Gary Strong

WD:eb

EXHIBIT

LIBRARY TELEFACSIMILE SERVICE

Rush requests for journal articles on Interlibrary Loan can now be supplied in one day through the process of telefacsimile. Printed materials, including charts and photographs are transmitted over telephone lines thus avoiding the delays caused by photocopying and mailing under the regular interlibrary loan system.

The WSU Libraries have an arrangement with the Pacific Northwest Bibliographic Center in Seattle to send telefacsimile copies from journals owned by the University of Washington Library System. The cost is $5.00 for an article up to 5 pages long and 50¢ for each additional page. Samples of telefacsimile copies are available for inspection for those who would like to check the quality of reproduction before ordering.

Please inquire at any library reference desk for more details and information. This service is only offered on an experimental basis, and will run through June, 1980. At that time the service will be evaluated and may be discontinued if there is little or no demand for it.

EXHIBIT

TELEFACSIMILE SERVICE

July 1 - December 31, 1979. (6 month experimental basis)

Cost: $7.00 per request up to 5 pages long.
$0.50 per additional page.

Turnaround time:
Request phoned in to ILL/Holland by 10:30 AM, back by 5 PM the same day.
After 10:30 AM, back by noon the following day.

Service available:
Monday - Friday, 7:30 AM - 4 PM (summer schedule).
8:00 AM - 5 PM (regular session).
Not on WSU or UW holidays.
Only material from the University of Washington Libraries.
Photocopies only.

PROCEDURE

1. Verify journal title as one owned by Univ. of Washington through the Central Serials Record first. Call the Univ. of Washington Central Serial Record (9-8-323-4890) if you think they might own the title, but it's not in the CSR.

2. Remember to show a sample! The library cannot guarantee the quality of reproduction.

3. Have patron fill out ILL request form.

4. Write "telefacsimile" on top left corner and date and time called ILL with your initials.

5. Write on back of the form whether patron wants to cancel if the request cannot be filled immediately or whether he wants the request to be processed as a regular ILL.

6. Patron should check at the Science circulation desk at the times given above for the request or response if the request couldn't be filled. He will not be called!

7. Call Nancy Jacobs or Warren Babcock at ILL/Holland, 5-7846. Give them all the information and whether the patron wishes to cancel or convert to regular ILL if cannot be filled.

8. Put completed request forms in ILL supervisor's box.

EXHIBIT

Pacific Northwest Bibliographic Center

University of Washington Library · Seattle, Washington 98195
Telephone: (206) 543-1878 · Telex: 32-8909 · Twx: 910-444-1644

June 18, 1980

Mr. Warren Babcock, Head
Interlibrary Loan
Washington State University Library
Pullman, WA 99164

Dear Warren:

With the end of June, we close out our telefacsimile experiment with the Washington State University. Enclosed is a copy of all the traffic from WSU to PNBC and an invoice.

I wish we could have been able to use it more, but the number of pages did seem to get in the way along with the slowness of the machine, and I understand you were using a machine in the News Bureau office and not the library.

I think we can learn from this experiment. To be really effective, the faster machines that are unattended would be necessary. I know there are faster models on the market which would decrease the time for transmission per page and staff committment, and probably lower the unit cost per page. Unfortunately, the monthly cost for these machines is more than low traffic/use could bear.

I hope the one time we tried the buses from PNBC to Pullman worked to everyone's expectation. We should develop an experiment, but we would need to work out the cost for such an experiment. I do have bus bills that I can send through a delivery service to the bus station en route to you. If we can figure out a way to finance it, it could pay off in the future.

The University of Calgary has been experimenting with the Canada Institute for Scientific and Technical Information in Ottawa. CISTI air ships their journal articles for all libraries in Calgary to the University of Calgary where a local delivery service takes over and delivers to the appropriate library. They say this is cost effective and saves considerable time. I am hoping to be able to get the study within the next month.

If you have some ideas on financing a project between Pullman and PNBC, we should discuss. If it works for photocopy, it may work for other items.

Sincerely,

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William DeJohn, Director
Pacific Northwest Bibliographic Center

WD:dh

WASHINGTON STATE UNIVERSITY TELEFACSIMILE ACTIVITY

(July 1979 - June 1980)

Date (Month)	Number of Requests	Total Pages Transmitted	Monthly Guarantee of Two Requests at $12.00 each	Charges for Requests in excess of two per month at $2.00 each	Number and cost for pages transmitted in excess of 5 pages per request at 50¢ per page	Total Charges
July, 1979	---		$ 24.00	----	----	$ 24.00
August, 1979	1	6	24.00	----	(1) $ .50	24.50
September, 1979	---		24.00	----	----	24.00
October, 1979	3	14	24.00	$ 2.00	(2) $ 1.00	27.00
November, 1979	---		24.00	----	----	24.00
December, 1979	4	31	24.00	$ 4.00	(13) $ 6.50	34.50
January, 1980	2	19	24.00	----	(12) $ 6.00	30.00
February, 1980	2	8	24.00	----	(1) $ .50	24.50
March, 1980	---		24.00	----	----	24.00
April, 1980	1	7	24.00	----	(2) $ 1.00	25.00
May, 1980	---		24.00	----	----	24.00
June, 1980	---		24.00	----	----	24.00
	13	85	$ 288.00	$ 6.00	(31) $ 15.50	$ 309.50

TELEFACSIMILE TRANSMISSION - SUMMARY OF RETURNS

Reporting Institution	Status/1 Current (Time Period)	Discontinued (Time Period)	Type of Equipment	Reason(s) Discontinued/2 Technical	Financial	Organizational	Type of Use	Plans/3-Comments
Arizona State University	1981+ (not yet installed)		Qwip 1200				Transmissions to branch campus 20 mi. away	
Case Western Reserve Univ.		Dates not given	Qwip & 3M			1	Transmit ILL requests among area libraries	Discontinued when OCLC ILL subsystem became available
John Crerar Library		15 years ago	Not given	2	1		For researchers in area hospitals	
John Crear Library		6-mo. trial (Date not given)	Not given	2	1		Service for pharmaceutical co. research staff	Paid messenger proved cheaper
John Crerar Library		Several yrs, date not given	Qwip	1			Regional medical library administration	Not acceptable quality for scientific documents
National Agricultural Library		c1980	Qwip, Rapidfax				Federal Library Network Project-10 libraries	Report made to Fed. Lib. Comm. 12/80
National Library of Canada	Current		Not given				Communicate with Lib. of Congress & Legis. Library Victoria, B.C.	
National Library of Medicine		1980	Rapidfax		1		3 health science libraries	Demand fell when charges were introduced

TELEFACSIMILE TRANSMISSION - SUMMARY OF RETURNS

Reporting Institution	Status/1 Current (Time Period)	Status/1 Discontinued (Time Period)	Type of Equipment	Reason(s) Discontinued/2 Technical	Financial	Organizational	Type of Use	Plans/3 -Comments
Ohio State University		Date not given	Qwip	2	1		Transmission to State Lib. of Ohio	
Ohio State University	Current		3M 9600 601 BG				Transmission to 2 hospitals in rural Ohio	"Results are forthcoming and show some promise"
Pennsylvania State University		Fall 66-75	DATAFAX, Telecopier, Magnafax, Graphic Science Dex I	2	1		See document in kit	
Rutgers University		8 yrs ago 1-yr duration	Not given				To branches, Newark Pub. Lib., N.J. State Library	
Smithsonian Institution	1981+						Transmission to 3 branches in DC area	Will become a permanent budget item
Texas A&M		Not given	Qwip 1	2	1		Transmit ILL orders to Natl. Agricultural Lib.	
University of Calif., Riverside	Current		Not given				For administrative documents-univ. campuses	Will explore electronic mail & telefacsimile further
UCLA Biomedical Library	Early 70's	Not given		2	1		UCLA to UC-San Diego Biomedical Library	
Univ. of Calif. San Diego	Early 70's	Xerox		2	1		Same	

TELEFACSIMILE TRANSMISSION - SUMMARY OF RETURNS

Reporting Institution	Status/1 Current (Time Period)	Status/1 Discontinued (Time Period)	Type of Equipment	Reason(s) Discontinued/2 Technical	Financial	Organizational	Type of Use	Plans/3 -Comments
Univ. of Connecticut	16-17 yrs ago	Xerox						No records of experiment
University of Florida-Health Ctr. Library	3 yrs		Rapidfax 100				Transmissions to Woods Hole MA & St. Augustine FLA	
University of Florida		1968	Not given	1			Transmission to Orlando Public Library	
Vanderbilt Medical Center Library		1973-4	Xerox Telecopier	2	1		Transmission to Medical College Library	Will reconsider tele-facsimile if inexpensive transmission becomes available
Washington State University Libraries		June 1979 June 1980	Not given		1		Transmission to Univ. of Wash.	See document included in this kit
Wayne State University		Before 10/80	Not given	2		1	ILL request referral among 4 large libraries in Michigan	Change in state access system resulted in discontinuing the system

Table 1 Notes

1. Current systems are noted, with an indication of duration, if such information was supplied. Experimental and/or discontinued systems are also noted with an indication of duration or date(s) of use.

2. In recording reasons for terminating facsimile use, the first reason given or most emphasized has been rated "1". Other reasons mentioned are given a "2" rating.

"Technical" refers to machine and transmission problems, and general dissatisfaction with available systems.
"Financial" refers to expense factors, including staff time and infrequent use
"Organizational" refers to changes in administration that influence operations; e.g. a change in interlibrary loan network organization may alter procedures for ILL including telefacsimile use.

3. Indicates whether libraries have plans to use telefacsimile in the future.

Background Information on the North American ADONIS Study

Sessions at ALA Midwinter, Denver, Colo.
January 23-26, 1982

Cuadra Associates, Inc. and Berul Associates, Ltd. are conducting a study on behalf of the North American ADONIS Committee of a consortium of European and U.S. publishers that are developing a system to facilitate the ordering and provision of journal article copies. Six publishers of scientific, technical, and medical journals have agreed to provide the initial sponsorship of the system. They are: Elsevier Science Publishers, Pergamon Press, Springer Verlag, Blackwell, John Wiley & Sons, and Academic Press.

The basic ADONIS technology includes high-speed scanning of printed material (text and graphics); storage on the Philips Megadoc (optical videodisc) system--to create an ADONIS "database" of individual journal articles; and quality laser printing, on demand, with an AMI high-speed printer. ADONIS will be implemented first in Europe and is expected to involve cooperation with the British Lending Library Division, Boston Spa.

The study commissioned by the North American ADONIS Committee is intended to determine the potential applicability and economics of an ADONIS service in the United States and Canada. The project methodology involves a number of meetings with members of the library and information services community, to discuss the key considerations bearing on the likely success of an ADONIS service. In each session at Midwinter ALA, we will:

--Describe the ADONIS technology

--Contrast this approach to developing "electronic journals" with the direct delivery of full-text articles online

--Present several different possible operational scenarios for service in the U.S. and Canada

--Solicit reactions and comments on the key economic, organizational, operational, and service issues that should be considered by the consortium

Among the questions that will be posed for discussion are:

Under what type of "partnership" arrangements might an ADONIS service best fulfill the needs of the North American library and information services community? For each possible scenario of one or more ADONIS service centers located in North America, what are the most important interface and service characteristics that will need to be met (e.g., turnaround time; price; quality reproduction; ordering and recordkeeping procedures)?

What impact have online ordering systems, such as OCLC's ILL system and DIALOG'S Dialorder, had in this area, e.g., on the balance of lending and borrowing; on response time; on the identification of sources for obtaining needed journal articles; and on costs and fees? What are the likely impacts such systems will have had by 1984, when ADONIS is expected to be in operation?

What library and information service trends need to be taken into account in estimating the likely volume of requests that would be handled through an ADONIS service, in the mid 1980s, given the various delivery alternatives that will be available at that time, e.g., journal subscriptions (local holdings); no-charge ILL; fee-based ILL; national library services; individual publisher reprint services; and commercial services?

A number of questions such as these have recently been addressed in some detail, in the context of the discussion and debate on the idea of a national periodicals system for the U.S. Some of these questions can usefully be re-examined in relation to the opportunities provided by ADONIS-type technology and in light of recent trends in library collection development, ILL, user requirements for responsiveness in service, and continually advancing telecommunications technologies.

Integrating Technologies

at the

Congressional Research Service

January 1982

1. The Congressional Research Service
   - A. Organization
   - B. Mission
   - C. Requirements

2. The Information Management System
   - A. Word Processing
   - B. Source Text Capture
   - C. Data Processing
   - D. Micrographics
   - E. Optical Character Recognition

3. The Image Processing System
   - A. The Problem
   - B. The Technology
   - C. The Solution

The Congressional Research Service (CRS) of the Library of Congress is the general information resource of the Legislative Branch of the United States Government. Its basic mission is to compile, to analyze and to disseminate information to the committees and members of the U.S. Senate and House of Representatives.

Last year the CRS responded to about 370,000 congresisonal requests, of which two-thirds required a response within 24 hours. Of the 880 employees, about 500 are researchers, and another 100 reference librarians who prepare the responses to the congressional requests. Approximately 90 employees provide clerical support to the CRS researchers.

While CRS prepares many documents for general distribution to Congress, the vast majority of responses are prepared for a single requester. The typical typed report is about seven pages, and CRS reports average nearly a footnote per page. CRS reports average between three to six revisions, depending upon the nature of the report.

Back in 1973, CRS discovered it was not able to keep up with a rapidly growing workload. The typing backlog in the research divisions often exceeded two weeks. An analysis of word processing operations resulted in the installation of equipment that proved most successful in meeting CRS needs. Once the word processing (WP) system was established, CRS designed an information management system, which used the word processing system as the core, to support its basic mission. The system was to integrate five technologies, word processing, data processing, micrographics, photocomposition, and optical character recognition. Communications would be used in order to interface between the various technologies that were being incorporated into the system.[1]

In December 1973 the word processing subsystem was installed, and it operated in a standalone mode throughout 1974.[2] In the spring of 1975, two separate operations began; the testing of the concept of "text source capture," that is, introducing WP equipment to professionals, and testing of communications of WP equipment with mainframe computers. By the end of 1975, both had become operational subsystems.

In 1975 the concept of "Word Processing Output Microform" (WPOM) was developed. This would enable CRS to produce Computer Output Microform (COM), without processing the WP output through the computer mainframe. The acquisition of the Mitron nine-track tape drive enabled CRS to take WP output, convert it from the WP storage media to computer compatible tape, and load it directly

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[1] Technologies Interface For A Million Dollar Savings, Modern Office Procedures, September 1978.

[2] The Study Of Word Processing Equipment By The Congressional Research Service, CRS Report, 1974.

onto the 3M Beta 800 COM System. With some standard programming, COM-generated microfiche are produced. However, this was not accomplished until April 1978.3/

CRS did not want the microfiche to be archival records, but instead desired the storage of microform to be a dynamic part of the total system. The concept of producing machine-readable records using the character-generating capability of the COM device was introduced in 1976, and the requirement for 10 pitch OCR-B typefont (upon blowback by the Xerox 970) was specified. This provides CRS with an archival record lasting at least fifty years that is machine readable from today until the end of its physical life. Microfiche produced by standard step-and-repeat cameras is included in the microfiche files. Although it is not machine readable, it does contain graphic information.

Today, CRS has integrated the total system. Here is a simple example of the system in use:

1. A CRS research division prepares a report, using the WP system, including extracting information from one or more data bases. The basic report is entered by the researcher, who turns over the WP storage media to the division WP "puddle," where it is edited and formatted.

2. The completed report is converted to a nine-track tape, and then modified to produce a phototypeset report and microfiche. The report is also indexed by CRS librarians and the citation is keyed into the CRS data base "CITN" which operates under the LC retrieval system "SCORPIO." Phototypeset reports are distributed to congressional users until the run is exhausted. The microfiche version is filed in CRS.

3. A congressional user searches the CRS CITN file and decides the particular report may be of use. A request is called into CRS and logged. CRS librarians determines the report is out-of-print and selects the proper microfiche, and using the Xerox 970 microfiche printer produces a hard copy of the report which is forwarded to the requester. This process normally takes about 48 hours, when the delivery is included.

CRS comprehends that much of the information it compiles, analyzes and disseminates to the Congress has "time value," and has continually investigated technologies and methods to expedite the delivery of the information. In 1978 CRS began to investigate a system that was capable of capturing, storing, and transferring images, rather than characters. Two R&D contracts have been concluded, and it appears to be feasible for CRS to install such a system.

3/ Word Processing and Micrographics, Proceedings of the Twenty-Sixth Annual Conference, National Micrographics Council, 1978.

The system utilizes a scanner, a minicomputer, a printer, a CRT display, a microform storage/retrieval system,[4] and a controlling device. The system can scan paper, microform, or optical disk and convert the image scanned into a digital bit stream, which can be captured onto computer disk or tape. This digitized image is transmitted over voice-grade telephone lines and can be received as a "soft display" on a CRT screen or in hard copy on a digital facsimile printer. CRS had one project which has a resolution high enough to produce four point type on a CRT which was eye-readable. This particular system is being proposed as replacement for step 3 as outlined above. The system would operate in the following manner.

The congresisonal user would search the CRS CITN file using SCORPIO in the identical manner that one does now, but, instead of calling CRS to request the document cited, would merely switch from the CITN file into the "document search mode." Using the same keyboard associated with the CRT terminal that performed the CITN search, the user would request the document and the system would go into action. The article desired would be retrieved in the following manner:

1. The minicomputer which controls the index of the system would convert the CITN code to selecting the proper location on the microfiche or optical disk that contains the pages of the desired document.

2. The document would be scanned by the system, and the digitized bit stream would be temporarily recorded on the computer storage disk, as the image of the first page would be displayed on the screen of the CRT. The user would scan the document page-by-page, and only print those pages which contained information believed to be useful. The receipt of the first page is within five seconds, and each succeeding page instantaneous. In the case of longer documents, high speed printers, such as the IBM 6670 or Xerox 5700 or 9700 can be adapted and utilized.

The advantages of the system include maintaining the integrity of the file, reducing the labor needed to meet the information requirements of the user, and providing more timely service. Of greater importance is the capture of information without using keystroking. Last, but not least, is the fact the system can use virtually any type of storage, including optical disk, microform, or paper. It will not become obsolete or obsolescent in the near future.

The advantage of an image processing system over a standard computerized system is that it captures not only characters, but graphics as well, and has the ability to transfer the image quickly and accurately. In fact, often the image is enhanced through the scanning process, and the image

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[4] The microform storage/retrieval system may be replaced or augmented by a optical disk storage and retrieval system.

received is superior to the original. Instead of 2 days to deliver the desired information, CRS would deliver the information in a matter of seconds for "soft copy" or minutes for "hard copy."

The Library of Congress has established an optical disk committee which is investigating optical disk systems. A pilot project is to be started in 1982 to demonstrate the feasibility of optical disk storage preservation, retrieval and dissemination of digitized images of printed Library materials. A parallel project will concentrate upon the utilization of video disk for the storage, preservation, retrieval and dissemination of those types of Library materials. The federal sector is facing severe budget limitations. However, through cost tradeoffs and increased service, CRS believes it will be in a position to install a pilot system in the near future.

THE LIBRARY OF CONGRESS

WASHINGTON, D.C. 20541

Processing Services
Cataloging Distribution Service

The Demand System of the Cataloging Distribution Service

The Cataloging Distribution Service is using optical disks to store library catalog card images which are not in machine-readable (MARC) form. There are approximately 5.5 million such cards printed in over 400 languages and several dozen non-roman alphabets.

The technology being implemented in the Cataloging Distribution Service (CDS) is state-of-the-art. CDS has a contract with Xerox Electro-Optical Systems of Pasadena, California for installation of what is named the DEMAND System: a computer driven optical disk-based mass storage, retrieval and laser printing system for the demand printing of non-MARC catalog cards. The system which is in final acceptance testing during early 1982 will gradually replace the mammoth manual system by which CDS has produced non-MARC printed cards for libraries around the world since 1901. The DEMAND System is the second chapter in upgrading CDS' card distribution services with the very latest in electronic storage and printing technologies. In 1978, CDS installed laser demand printing of MARC cards which makes possible response to orders for any of over 2 million MARC titles within an average of 6 working days of receipt of order forms.

Beginning in early 1982 we will be laser scanning images from non-MARC LC master cards into the system for retrieval and printing on demand in virtual facsimile. This is a first-of-a-kind system based on optical disk storage of highly compressed images using laser input scanning, keyboarding of the Library of Congress card number for control and retrieval of image data, and laser xerographic printing for output processing and distribution at 2 sheets of six card images each per second. Batches of sheets are guillotined into six separate sequences for processing and distribution.

While our application is oriented to printing, a high resolution CRT display (1024 lines) will be used for editorial and image tagging during the input process. The card image display is very readable despite the fact that only 1 of every 4 lines scanned are displayed on the CRT. A very high resolution CRT would be needed to fully display all the data scanned in and printed out.

Scan in and scan out is effectively 480 lines per vertical inch of printed display, 180 lines per inch more than the 300 lines per inch resolution that is used in the laser systems for demand printing of MARC cards. The higher scan density in the DEMAND System is used in order to capture, for example, the delicate horizontal strokes in Chinese ideographic characters.

Image enhancement is a feature of the input system. The input operator can adjust the scanning laser's sensitivity to grey scale levels in order to prevent stains and other marks on the original image from being stored in the system. In effect, the system reads anything below the grey scale set by the input operator as white space and stores it as such. Obviously a mark on the master image close to the grey scale level of the text itself could not be eliminated without also eliminating the text. In the past, traditional printing technology forced complete type resetting for many cards damaged through the wear and tear of years of use. The image enhancement capability gives us significant quality control and markedly facilitates improving our master image records.

Since images are being stored as opposed to coded data as in MARC records, it is somewhat difficult to say how many card images can be stored on the optical disk which Xerox Electro Optical System (XEOS) is manufacturing and creating. Images are compressed and stored on disk at a reduction of approximately 20 to 1. White space is stored in coded form not proportionately, thus permitting greater image compression. One estimate projects storing over 200,000 images in digital form on one side of an optical disk. 5.5 million images may be stored for retrieval on two and a half dozen digital disks.

In addition to the file management, retrieval and display activities described above, this technology presents CDS with a powerful system for preserving the master images of 80 years of LC cataloging. Optical digital disk storage provides indefinite archival storage for these documents combined with powerful retrieval and virtual facsimile printing. The replacement value of the manual file exceeds $100 million.

Once the system is operational and a shakedown period is past the Chief of CDS will complete a paper describing for the informed lay person what the application involves and how it is an analogy for virtual facsimile, automated document storage and delivery service.

Inquiries regarding the application of the technology should be directed to David G. Remington, Chief, Cataloging Distribution Service, Library of Congress, Washington, D.C. 20003, (202) 287-6120.

Inquiries regarding the high techology itself as used in the DEMAND System, should be directed to Xerox Electro-Optical Systems, 300 North Halstead Street, Pasadena, CA. 91107.

Revised February 23, 1982.

ONTYME-II CHARGES

For libraries in the CLASS OnTyme-II Communication Network, there is an annual subscription fee of $100, which includes one account. Additional accounts for the same billing address may be opened for $1.00 per month. There is a service fee of $10.00 per month. Centralized billing for several institutions can be arranged for cooperative groups.

System Use Charges

Message Charge:
$.15 per message, per addressee

Transmission Charge:
$.04/1000 characters sent, received, or input

Data Storage:
$.03/1000 characters stored per day

Connect time and communications charges:

Type of System Access	Minimum Connection	Charge per Connect hour
High density	5 minutes	$3.40
Low density	2.5 minutes	$6.00

Although cost per message depends on length and efficiency of transmission, an average of $.50 to $.90 per message can be estimated for budgeting purposes.

CLASS NETWORK SERVICES

The California Library Authority for Systems and Services is a cooperative library agency providing a range of network services. Based in California, CLASS serves libraries throughout North America. Products and services include OnTyme-II, equipment discounts, RLIN services and the CLASS data base and information retrieval package for microcomputers, the Golden Retriever II.

For more information about OnTyme-II and other CLASS services contact:

CLASS
1415 Koll Circle, Suite 101
San Jose, CA 95112
ATTN: OnTyme-II Coordinator

Telephone: (408) 289-1756

OnTyme-II

The Electronic Communication Network for Libraries

CLASS

CLASS ELECTRONIC MAIL SERVICE

Electronic Mail Service (EMS) provides rapid transmission of messages using a computer terminal. Combining the speed of a phone call with the capability to transmit text, EMS is a superior alternative to U.S. mail, telephone, Telex and TWX.

CLASS is now offering TYMNET's new electronic mail and message system, OnTyme-II, at a special group discount. Accessed by a phone call to your local TYMNET number, OnTyme-II is an efficient and inexpensive way to communicate, be it within the same town, across the country, or internationally. Any library may join the CLASS OnTyme-II Communication Network, which now includes more than 200 institutions. CLASS provides user assistance, training, and information to network participants.

OnTyme-II can be used to transmit any kind of message. The same message can be sent simultaneously to any number of users, which is particularly useful for library networks or cooperating groups. Information can also be shared by storing it in an online file. Some library applications are:

- Communication among members of committees, online user groups, etc.
- Intra-organizational communication among branches, campuses, divisions or other segments
- Reference question referral from local library to regional centers
- Announcements of meetings, news items, and cooperative activities

INTERLIBRARY LOAN APPLICATIONS

One of the most important applications of EMS for libraries is as a method for transmitting ILL requests. Libraries that have switched from TWX or TELEX to OnTyme-II report cost reductions of 40 to 50 percent. OnTyme-II also provides the capability for storage of ILL requests online for later retrieval or referral to another library. Cooperative library systems, ILL agencies and individual libraries can use OnTyme-II efficiently. The service requires no special communication line and can be used with almost any standard computer terminal, so start-up is quick and inexpensive. Advantages of OnTyme-II for ILL are:

- SPEED - Messages are ready for pick-up instantly
- COST - lower communications costs than TWX or TELEX; no need for ILL forms, labels, or envelopes
- EFFICIENCY - fast creation and editing of messages
- FLEXIBILITY - available via a wide range of equipment, including microcomputers, TWX, Telex and most communicating terminals
- RANGE - same cost and speed whether communication is nearby or long distance
- RELIABILITY - no loss of messages "in the mail"
- STORAGE - store messages for referral or statistical purposes

ONTYME-II COMMANDS

OnTyme-II is easy to learn and requires little start-up training. Most users need only the following simple commands:

:IN	Lists messages waiting to be read
:READ	Prints text of next message
:SEND	Transmits message to one or many recipients
:TYPE	Displays current message or text for editing
:CHANGE	Modifies or replaces portions of text or message
:FILE	Stores text or message as private or shared file
:GET	Retrieves file from storage

TERMINALS AND EQUIPMENT

Almost any general purpose computer terminal can be used to access OnTyme-II. Either CRT or printing terminals may be used, but a printer attachment for CRT's is recommended. The following features must be accommodated:

- ASCII character transmission
- Asynchronous communication
- 110, 300, or 1200 baud rate

USER TRANSPORTATION

contributed by UNIVERSITY OF NORTH CAROLINA

BUS SERVICE PROPOSAL

Yellow Cab
Checker Cab
Messenger Service
Package/Courier Service
Van Service
Airport Limousine Service
Executive Limousine Service
Handicapped Service
Group Transportation Services

RALEIGH TRANSPORTATION SERVICES
723 W. Hargett St.
Raleigh, North Carolina 27602
(919) 821-2111

October 5, 1981

Ms. Janis Ross, Director
Division of Transportation
N. C. S. U.
P. O. Box 5067
Raleigh, N. C. 27650

Dear Janis:

In April, 1981, Nell Waltner, Head of the Acquisitions Department of the D. H. Hill Library at North Carolina State University, contacted our company asking for information pertaining to bus service between the academic and research institutions in the Research Triangle Area. At her request, I developed a service design and cost estimates for a shuttle van to provide such a service. Ms. Waltner felt there was a general demand for transporting people and materials between the three major universities and a particular need for the service between the libraries.

The benefits of such a transportation system would be immediate and far reaching. Students enrolled at one campus could take needed courses that are only offered at one of the other campuses. Faculty and students would have access to the libraries, and other facilities at each of the three campuses. Through the transportation system students and staff could attend meetings, special lectures and seminars offered at individual campuses. Materials, books, papers and films could be transported and shared in a timely fashion. Since the routes would serve the Research Triangle Park, staff and students would have access to research facilities in the Park. Students and staff arriving and departing RDU airport for official business, such as conventions, forums and seminars would have transportation to and from each of the three campuses.

The more people riding the campus system would mean fewer cars on the roads and in the parking lots. This would mean a savings in fuel consumption. Fewer cars also means less air and noise pollution, less traffic congestion and less difficulty in traveling. All of which translates into an improved quality of life for our community.

The service would consist of three daily runs making stops at NCSU in Raleigh, Duke University in Durham, UNC in Chapel Hill, Raleigh Durham Airport and demand stops in the Research Triangle Park. (See attachment A). Each run begins at NCSU, is 74.8 miles in length and takes approximately two hours to complete. Two hours per run allows time at each stop for boarding and alighting of passengers and the transfer of packages. (See attachment B). The main libraries at each of the three campuses were used as stopping points. To be effective, the number of stops on each campus should be limited to two or three.

When Ms. Waltner presented the proposal to the NCSU Transportation Department, it was decided that no action would be taken for two reasons; first, the NCSU Director of Transportation had submitted her resignation and no major transportation decisions were to be made until the position had been filled, second, a funding source for such a project was a major consideration. Since that time NCSU has replaced the Director of Transportation and I have developed a proposal to fund the project for the first year.

I propose that NCSU and Raleigh Transportation Service work together to make application with the Public Transportation Division of the North Carolina Department of Transportation for a State Transportation Development Grant. I have enclosed a copy of the Public Transportation Division announcement soliciting proposals for public transportation demonstration projects for Fy 82.

Under this grant process, the state will pay 90% of the total cost of the project for a period not to exceed one year. The remaining 10% of the project cost is supplied by the grant recipient.

I project the annual budget for this project to be $34,755.06, with the state's share being $31,279.56, and the grant recipient's share being $3,475.50. (See attachment C). The deadline for submitting grant proposals is October 15, 1981.

If time allowed, each of the three universities should be asked to participate equally in the matching share. Since the deadline for submitting proposals is so close, I suggest that NCSU assume a leadership role and commit to the matching share of $3,475.50. This committment would be for the first year only and any continuation of the project should result in equal financial participation. With NCSU providing the matching share, Raleigh Transportation Service would assume all administrative and operational responsibilities to include grant application and management.

To provide the service, we would use a late model 15 passenger van. At the present time, our company owns and has operational 80 vehicles. These range from 5 to 7 passenger cars, 9 to 15 passenger vans, and 24 to 39 passenger buses. A large and diverse fleet of vehicles provides us the flexibility to meet all types of transportation needs. This large fleet also serves as back-up and insures the dependability of our service. Among our operational fleet are five wheelchair lift-equipped vans to serve handicapped individuals.

To minimize vehicle down-time, our maintenance personnel have both the expertise and facilities to perform all repairs on site. We also maintain a large parts inventory and have established the capability to obtain hard-to-get parts quickly.

Raleigh Transportation Services has a complete administrative and management staff, including road supervisors that train and supervise drivers, dispatchers that control routing and scheduling, and professionally trained and experienced transportation planners.

The proposal outlined in this letter is by no means complete or fixed. We offer it as a basis for developing the service that will meet your transportation needs in the most efficient and cost effective manner. We remain flexible in working with you in providing the needed service.

As in the past, I look forward to the genuine pleasure of working with you and your staff. If we can be of any assistance, please do not hesitate to contact me.

Sincerely,

Greg Davis

Greg Davis
Director of Planning

GD:dw
Encs.

NCSU - DUKE - UNC SHUTTLE SERVICE ATTACHMENT A

	NCSU DEPART	AIRPORT DEPART	RTP DEPART	DUKE DEPART	UNC DEPART	DUKE DEPART	RTP DEPART	AIRPORT DEPART	NCSU ARRIVE
AM	7:45	8:05	8:15	8:30	8:45	9:00	9:15	9:25	9:45
	11:45	12:05	12:15	12:30	12:45	1:00	1:15	1:25	1:45
	3:45	4:05	4:15	4:30	4:45	5:00	5:15	5:25	5:45 PM

CLASS SCHEDULE

NCSU	UNC	DUKE
7:50	8:00	8:00
8:55	9:00	9:10
10:00	10:00	10:20
11:05	11:00	11:30
12:10	12:00	12:40
1:15	1:00	1:50
2:20	2:00	3:00
3:25	3:00	4:10
4:30	4:00	

	MILES	HOURS
ROUND TRIP	74.8	2.0
DAILY TRIP	224.4	6.0
ANNUAL TRIP	49,368.0	1320.0

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NCSU - DUKE - UNC SHUTTLE SERVICE ATTACHMENT B

	MILES	HOURS
NCSU - AIRPORT	12.0	19.2
AIRPORT - RTP	5.5	8.8
RTP - DUKE	8.8	14.08
DUKE - UNC	11.1	17.76
UNC - DUKE	11.1	17.76
DUKE - RTP	8.8	14.08
RTP - AIRPORT	5.5	8.8
AIRPORT - NCSU	12.0	19.2
	74.8	119.68

$$\frac{120 \text{ min.}}{74.8 \text{ miles}} = 1.6 \text{ min. per mile}$$

NCSU - DUKE - UNC PROPOSED BUDGET ATTACHMENT C

Administrative Expenses		
Salaries		
Management	$ 1,648.89	
Planning	315.95	
Accounting	385.14	
Clerical	133.23	
	$ 2,483.21	$ 2,483.21
Dispatcher	$ 982.43	982.43
Fringes	$ 1,421.79	1,421.79
Miscellaneous	$ 241.90	241.90
		$ 5,129.33
Operational Expenses		
Salaries		
Drivers	$ 8,590.53	
Mechanics	2,404.22	
Fuel	4,591.22	
Oil	394.94	
Parts	933.05	
Outside Repair	157.97	

Con't. ATTACHMENT C

Tires	$ 701.02	
Depreciation	2,601.69	
Radio	123.42	
Insurance	868.87	
Utilities	128.35	
Telephone	419.62	
Interest	409.31	
Workmens Comp.	320.89	
Miscellaneous	646.72	
	$ 23,291.82	$ 23,291.82
Raleigh Transportation Services		
Profit	3,174.36	3,174.36
		$ 31,595.51
Contingency		3,159.55
Total Project Expenses		$ 34,755.06
State Share	$ 31,279.56	
NCSU Share	3,475.50	
Total Budget Expenses	$ 34,755.06	

UCSD Intercampus Van

1981-82 Academic Year Schedule

September 21, 1981 through June 11, 1982

The intercampus van service between San Diego and Los Angeles was established to facilitate the use of library resources and research facilities at UCLA by UCSD faculty, students, and staff. This transportation cannot be used for commuting from one's home to UCLA or UCSD.

WHO MAY RIDE THE INTERCAMPUS VAN

UCSD faculty, students, and staff have priority. After they are accommodated, San Diego State University faculty and UCLA and other UC faculty, students and staff may ride. Individual faculty members, students, and staff must be currently employed or registered at one campus. This would exclude patients of the UC Hospital, alumni, husbands, wives, etc.

SCHEDULE

Monday - Friday, except holidays.

	7:00 a.m.	Leave UCSD, Central University Library loading dock
approx.	9:30 a.m.	Arrive UCLA, URL Parking Lot
	2:30 p.m.	Leave UCLA from the URL Parking Lot
approx.	5:00 p.m.	Arrive at the Central University Library loading dock, UCSD

The driver is instructed to load and unload passengers at these locations only.

RESERVATIONS

Reservations are required and must be made before 4:00 p.m. the day before, or on Friday for a Monday trip. Call the Library Administrative Office, ext. 3061. Space is limited to ten passengers. Those making a round trip have priority over those traveling only one way.

IDENTIFICATION

All passengers will be required to show valid UC identification before boarding the van. The acceptable ID cards are:

- *UCSD faculty and staff: UCSD Staff Card
- *Other UC faculty and staff: UC Staff Card or UC Library Card with faculty or staff status
- *UCSD and other UC Students: Current Registration Card
- *SDSU Faculty: SDSU Faculty Card

Note: Students and staff who are not U.S. citizens must carry their passport or other appropriate ID in order to prevent delays at the Immigration Check Point.

BAGGAGE Passengers are allowed to take with them a hand carried briefcase or book bag, but not luggage, musical instruments, personal items, etc.

SMOKING Smoking is not permitted in the Intercampus Van.

USING THE UCLA LIBRARY

UCSD faculty, students and staff may obtain a Library Card for the UCLA libraries by presenting their UCSD Staff Card or Registration Card at the Card Window, UCLA Research Library.

There are several libraries on the UCLA campus, each with varied lending regulations. It is your responsibility to learn and abide by each library's policies. Attached is a map locating all libraries.

With the printed catalogs of the UCLA Library and UC Union List of Serials that are available in the Central University Library, you can usually find out if UCLA owns the material you need. If you have further questions about the library collections at UCLA, ask the Reference Librarians at any of the UCSD libraries for assistance.

There is a copy of the UCLA Library Guide available at every Reference Desk, or you can pick up your own copy at the UCLA Research Library.

RETURNING BOOKS TO THE UCLA LIBRARY

Books may be left at the UCSD Interlibrary Loan Desk, Central University Library, for return to UCLA or other Southern UC Libraries. They should be turned in several days in advance of the due date to assure return to the lending library at UCLA or other campuses before the due date.

November, 1981

SOUTHERN UC INTERCAMPUS VEHICLE SERVICE
(For Library/University Business)

Schedule subject to change without advance notice.

Campus	Telephone Number	Arrival at UCLA (Schedules are subject to change on Saturdays, academic holidays, and during the summer)	Departure from UCLA
Irvine	9*/1/714 833-6842	At North Campus Facility (north side): Mon-Sat: 9:40 a.m.	From NCF (service parking zone): Mon-Thu: 2:45 p.m. Fri-Sat: 2:30 p.m.
		Standby reservation required for UC students not from UCI.	
Riverside	9*/1/714/ 787-3232	At North Campus Facility (north side)* Mon-Sat: 10:00 a.m.	From NCF (service parking zone): Mon-Thu: 2:45 p.m. Fri-Sat: 2:30 p.m.
San Diego	9*/1/714/ 452-3601	At North Campus Facility (north side): Mon-Fri: 9:30 a.m.	From NCF (dervice parking zone): Mon-Fri: 2:30 p.m.
		Reservation is mandatory a day in advance before 4 p.m. UCLA riders must give campus telephone number. All riders must check in 15 minutes prior to schedule departure time.	
Santa Barbara	9*/1/805/ 961-3436	At North Campus Facility (at entrance to service parking): Mon-Sat: 10:00 a.m.	From NCF (at entrance to service parking): Mon-Sat: 2:25 p.m.
		Reservations are not accepted from UCLA students. They may wait at the departure point to be accepted on a first come basis if space is available.	

*Wait for dial tone.

The UCLA Library assumes no responsibility for riders who miss the bus for any reason.

****

Bus Service to UCLA.

Service is offered by the four southern UC libraries to facilitate the use of the UCLA Library resources and research facility by their faculty, students, and staff.

****

The libraries providing the service and the UCLA Library are not responsible for unforeseen breakdowns in the vehicle that may affect the punctuality or availability of the service.

****

Bus Service from UCLA.

Service on a space-available basis to the southern UC libraries may be available to UCLA faculty, students, and staff. Riders should make reservations a day in advance directly with the library of destination. The schedule should be verified at that time.

Mail and Packages from Campus Offices.

Mail and packages from campus offices to be delivered "Via UC Bus" to the other southern UC campuses are handled by the Mail and Messenger Service, Campus Services Building II, 1168 (Outgoing Mail: 5-3636; Incoming Mail: 5-3420).

Library Mail and Packages.

Last pickup of library mail by the couriers at ILL-UCL is 2 p.m.

Maximum weight per package must be less than 40 pounds, and the number at any one time is limited to one package. Arrangement for large shipments should be made with the campus mail service.

CONTRIBUTED BY U.C. Los Angeles

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- SCHEDULE -

FALL-WINTER-SPRING

1977-19

As of Dec. 14 (Monday), ICV reservation and pickup will be at the Cashier Window located east of the URL Loan Desk. (825-8416)

EFFECTIVE 7/77 - 7/

From Huntington, riders should telephone Caltech to remind afternoon ICV driver of need for return ride to UCLA.

From Huntington, riders should telephone Caltech to remind afternoon ICV driver of need for return ride to UCLA.

MONDAY/WEDNESDAY/FRIDAY				TUESDAY/THURSDAY			
Leave or Arrive	Library	Time	A.M. or P.M.	Leave or Arrive	Library	Time	A.M. or P.M.
Lv	UCLA (URL)	8:20	A	Lv	UCLA (URL)	8:20	A
Arr	CIT	9:10	A **	Arr	Clark	8:50	A
Lv	CIT	9:25	A	Lv	Clark	8:55	A
Arr	UCLA (URL)	10:15	A	Arr	USC	9:10	A
Lv	UCLA (URL)	10:30	A	Lv	USC	9:25	A
Arr	Clark	11:00	A	Arr	UCLA (URL)	10:00	A
Lv	Clark	11:05	A	Lv	UCLA (URL)	10:15	A
Arr	USC	11:20	A	Arr	CIT	11:05	A **
Lv	USC	11:35	A	Lv	CIT	11:20	A
Arr	Norris	12:00	A	Arr	Norris	11:45	A
Lv	Norris	12:10	P *	Lv	Norris	11:55	A
*(Return stop at USC if req. from Norris)				Arr	UCLA	12:30	P
Arr	UCLA (Mail Room)	12:45	P		(Mail Room)		
Lv	UCLA (URL)	1:25	P	Lv	UCLA (URL)	1:00	P
Arr	USC	2:00	P	Arr	USC	1:30	P
Lv	USC	2:15	P	Lv	USC	1:45	P
Arr	Clark	2:30	P	Arr	Norris	2:10	P
Lv	Clark	2:35	P	Lv	Norris	2:20	P
Arr	UCLA (Biomed)	3:05	P	Arr	CIT	2:45	P
Arr	UCLA (EMS)	3:20	P	Lv	CIT	3:00	P **
Lv	UCLA (URL)	3:55	P	Arr	UCLA (Biomed)	3:50	P
Arr	CIT	4:50	P	Lv	UCLA (URL)	4:20	P
Lv	CIT	5:00	P **	Arr	Clark	4:50	P
Arr	UCLA (Mail Room)	6:10	P	Lv	Clark	4:55	P
				Arr	USC	5:10	P
				Lv	USC	5:20	P
				Arr	UCLA (Mail Room)	6:15	P

Pickup Points:
UCLA - Research Library/Cashier Window: (82)5-8416
CIT - Millikan Library/2nd Floor Desk: 356-6405
USC - Doheny Library/Circ. Desk: 741-2924
Mail Room 741-6048
Clark - Information Desk: 731-8529
Norris - Circulation Desk: 226-2231
**Huntington Library/Main Desk (by request only): 792-6141, ext.57

The ICV schedule is subject to adjustment without notice, and the times of departure and arrival may be delayed (but not advanced) due to circumstances beyond the control of the drivers or sponsoring Universities. When changes occur, they will be posted at pickup points.

The ICV is an 8-passenger station wagon, clearly labeled "Intercampus Vehicle" in the front section. Passenger service is available to those persons first registering for each trip at the appropriate pickup points by telephoning one of the above numbers. Returning passengers have priority use. There is no charge for services, although use is limited to those persons: (a) using the library services of another campus; (b) attending classes under the Inter-Universities Cross-Enrollment Program; (c) teaching at another campus; or (d) having other University business consistent with the aims of the Resource Sharing Program.

For further information call ICV Coordinators at 825-2098; 825-2814; 825-2961.
(UCLA Central Garage)

E1

Return *library materials borrowed from the other campus either* to the library from which it was borrowed or to the main library on your own campus—the Green Library at Stanford or the Doe Library at Berkeley. In the latter case, please allow two extra working days before the date the material is due for return delivery to the other campus.

WHERE TO CALL FOR ADDITIONAL INFORMATION

AT BERKELEY

Bus Schedule & Reservations	642-3403
Eligibility for Program Card	642-3403
General Reference Service	642-6657
Registration	642-3403
Service Desk	642-3403
BAKER (delivery service)	642-2537

AT STANFORD

Bus Schedule & Reservations	497-1491
Eligibility for Program Card	497-1491
General Reference Service	497-1811
Registration	497-1491
Privileges Desk	497-1491
FASTBOOK (information/delivery)	497-FAST

GUTENBERG EXPRESS
As a part of the Program, two 11-passenger vans provide twice-daily, round-trip shuttle service between the two campuses for passengers as well as library materials. Persons currently affiliated with either the Berkeley or the Stanford campus, in addition to Program participants, may ride the vans.

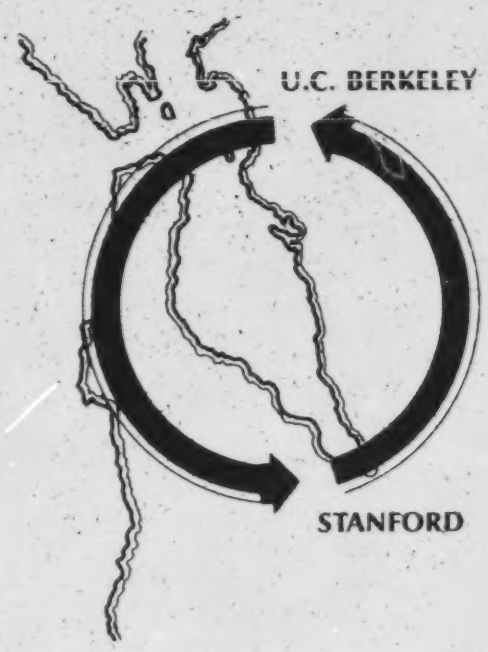
SCHEDULE: Separate vans leave both Berkeley and Stanford at 8:30 a.m., 10:30 a.m., 1:15 p.m., and 3:15 p.m. weekdays, and arrive at the other campus approximately one hour and fifteen minutes after departure.

RESERVATIONS are accepted for all runs. Please call the number indicated on the previous page or stop by the Privileges or Service desk on your own campus for details: at Berkeley, 2-3403; at Stanford, 7-1491. A separate Gutenberg Express flyer, available at any UCB or Stanford Library, provides complete information regarding pick-up points, reservation procedures, and boarding policies.

SUL 570 (10/1/79)

MORE

THAN JUST THE LIBRARY NEXT DOOR!



U.C. BERKELEY/STANFORD RESEARCH LIBRARY COOPERATIVE PROGRAM

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THE U.C. BERKELEY/STANFORD RESEARCH LIBRARY COOPERATIVE PROGRAM

WHAT IS IT?

A plan for sharing the library resources and services of two of the nation's leading universities—one public, one private. A program designed to supplement local research collections by making those of both institutions easily accessible to eligible scholars on either campus.

WHO IS ELIGIBLE?

Faculty, academic staff, and *currently registered* graduate students at either Berkeley or Stanford. Register for a Program Borrower's Card at the appropriate desk in the main library on your own campus. This card identifies you as a Program participant and provides you with the same privileges of access and borrowing in libraries on the other campus as are granted to your counterparts there.

WHAT SERVICES ARE AVAILABLE?

Your Program Borrower's Card entitles you to:

- *browse and borrow* in any library on the other campus, subject to the regulations of that library
- *call ahead* for information on library holdings and/or availability of specific material
- *request that books be delivered* from the other campus to the main library on your own campus
- *ride* and reserve space on *the Gutenberg Express*, the intercampus library shuttle service

IF STANFORD IS YOUR HOME CAMPUS

TO REGISTER for your *Program Borrower's Card,* apply at the Privileges Desk in the Green Library at Stanford. Within a few working days, you will receive a numbered Berkeley library card for identification in using and borrowing Berkeley library materials and in riding the Gutenberg Express. Privilege Desk hours are Monday–Friday, 8:00 a.m. to 5:00 p.m.

TO OBTAIN *information on U.C. Berkeley library holdings,* call 642-6657 (64 BOOKS) at Berkeley, or consult the General Reference staff in the Green Library at Stanford (497-1811).

TO DETERMINE, before you make a trip to Berkeley, *if needed materials are non-circulating, in storage, out to another borrower, or otherwise not immediately available,* call 642-2537 (64 BAKER), or the specific branch library known to have the item. You may wish to request that material in storage be paged and held at the Loan Desk in the Doe Library pending your arrival in Berkeley.

TO REQUEST *delivery of Berkeley library materials or photocopy* to the Green Library at Stanford, call 64 BAKER (642-2537). The item you ask for will be on its way within two working days or you will be notified of the reason for any delay.

IF U.C. BERKELEY IS YOUR HOME CAMPUS

TO REGISTER for your *Program Borrower's Card,* apply at the Service Desk on the second floor of the Doe Library at Berkeley. Within a few working days, you will receive a numbered Stanford library card for identification in using and borrowing Stanford library materials and in riding the Gutenberg Express. Service Desk hours are Monday–Friday, 9:00 a.m. to 5:00 p.m.

TO OBTAIN *information on Stanford library holdings,* call 497-FAST at Stanford (497-1811 on evenings and weekends). Limited Stanford holdings information is also available at the Berkeley General Reference Desk.

TO DETERMINE, before you make a trip to Stanford, *if needed materials are non-circulating, in storage, out to another borrower, or otherwise not immediately available,* call 497-FAST, or the specific branch library known to have the item. You may wish to request that material in storage be paged and held at the Loan Desk in the Green Library, pending your arrival at Stanford.

TO REQUEST *delivery of Stanford library materials or photocopy* to the Doe Library at Berkeley, call 497-FAST (497-3278). The item you ask for will be on its way within two working days or you will be notified of the reason for any delay.

CU NEWS

The General Library • University of California at Berkeley

Volume 37, Number 8 25 February 1982

A CHANGE IN THE BERKELEY-DAVIS VAN SERVICE

The notice attached to this issue of CU News announcing a change of service is being distributed the week of February 22 to passengers of the Berkeley-Davis van. At this time, it is not known if the service will continue under campus administration auspices or be discontinued because of lack of demonstrated need. All public service units will be notified as soon as a decision is made. In the meantime, passenger inquiries should be directed to Virginia Pennekis, 2-3301

Until a new and stable arrangement for expedited retrieval and delivery of library materials is established, Interlibrary Borrowing Service will be sending fewer requests to Davis. Response time will therefore be slower during this interim period. Please urge patrons eligible for FASTBOOK Service at Stanford to use this route when appropriate. Also, patrons should be encouraged to use facilities in the local area when bibliographic sources such as RLIN identify an item as being there (e.g., Berkeley Public Library).

A revision of LOL 14, Intercampus Buses, which also includes a new schedule of bus service from the Davis campus, is being held up until the Berkeley-to-Davis transportation is settled.

--Anne Lipow

CU NEWS

The General Library • University of California at Berkeley

Volume 37, Number 9 4 March 1982

BERKELEY-DAVIS VAN SERVICE: 1976 - 1982

There is no longer a shuttle service to Davis; its last day was February 26. When it was learned that the van driver, Ted Brachfeld would be leaving the University, the library, which has been operating the service since January 26, 1976, attempted to transfer the responsibility of the funding and management of the service to the campus administration. But the campus Office of Transportation, which provides services on a cost-recovery basis, estimated that to continue the service it would have to charge passengers $7.00 each way--a prohibitive sum.

In order that the faculty and students who commuted to classes not be left without transportation on such short notice, the Library leased two cars from the University car pool for use by the passengers through March 16th, the last day of instruction at Davis. A leaflet dated February 24th describing this short-term solution has been distributed widely.

The library is investigating new, less costly ways of expediting interlibrary loans between the two campuses.

--Anne Lipow

NOTICE TO PASSENGERS OF THE BERKELEY-DAVIS VAN

Beginning Monday, March 1, there will be a change in passenger service to Davis. The Library will no longer be operating the service. If it is to continue, it will be operated by the campus Office of Transportation Services and will involve a fee.

IF YOU WANT THE SERVICE TO CONTINUE, PLEASE CALL VIRGINIA PENNEKIS in the campus administration, (64)2-3301, and let her know (a) whether you are willing to pay to ride, and (b) if so, how much. IF THERE DOES NOT SEEM TO BE SUFFICIENT NEED AS DEMONSTRATED BY YOUR CALLS, THE CAMPUS WILL NOT CONTINUE THE SERVICE.*

Until now, the Library has been funding and managing the van service to Davis. At the start we thought that providing transportation for library users and library materials would fulfill patrons' needs and would enable us to use our book budgets more effectively. It turned out, however, that Berkeley library patrons do not use the van except on occasion; for the most part, they are satisfied to have the materials in the Davis libraries delivered to them. Therefore, the Library is discontinuing the funding of this very expensive service and will make other arrangements to transport library materials.

Ted Brachfeld, the driver of the van since the inception of the service years ago, will be leaving to take a position off-campus. His last day of driving will be February 26; the change in service is timed to coincide with his leaving. We have all come to take for granted his reliable service, his concern for passengers and their safety, and his highly skilled work in retrieving and delivering library materials for Berkeley patrons. He will be greatly missed.

Anne Lipow
Main Library
UC Berkeley

21 February 1982

*If Ms. Pennekis is not in when you call, leave a full message with her secretary. The campus is willing to continue the service if the demand exists. Be sure your views are heard.

EXTERNAL DELIVERY SERVICES

PROCEDURE MANUAL

FOR USERS OF THE

INTERSYSTEM LIBRARY DELIVERY SYSTEM

(ILDS)

Managed by

University of Illinois, Chicago Campuses

Physical Plant Department

1140 South Morgan

Chicago, Illinois 60607

Route Control Office

Phone # 312-996-5095

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* SYSTEM EXPLANATION----------Page 4

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~~ROUTE CARD PREPARATION----------Page 10-12~~

* DELIVERY GUIDE----------Page 13-14

~~RECEIVING LOG (example)----------Page 16~~

~~SHIPPING LOG (example)----------Page 17~~

~~DELIVERY VAN PICK UP & DELIVERY TIME SCHEDULE----------Page 19-20~~

* included in kit

INTER LIBRARY DELIVERY SYSTEM
ROUTE CONFIGURATION

INTER LIBRARY DELIVERY SYSTEM

The ILDS will pick-up and deliver to and from any one of the route library systems, visual aid centers or University libraries that are on the daily pick-up and delivery schedule. Material destined to local, branch or outlying libraries will be routed to the on route destination library that provides an Intra Library Delivery Service.

There are a total of 6 routes in the ILDS system:

Route #1	Northern Loop
Route #2	Urbana Shuttle
Route #3	Central Loop
Route #4	Western Leg
Route #5	Near South
Route #6	Far South

Page number 13 identifies the library systems, University libraries and visual aid centers and their ILDS route numbers. When material is to be transported between on route points, the material will be shipped in ILDS bags using ILDS route cards and ILDS seals. If a shipment has not been prepared according to ILDS procedures, the driver has been instructed not to accept it.

DELIVERY GUIDE

	On Route Destination	Abbreviations	Use Route Card
1.	Bur Oak Library System	BOLS	1
2.	Chicago Library System	CLS	1
3.	Corn Belt Library System	CBLS	3
4.	Cumberland Trail Library System	CTLS	6
5.	Dupage Library System	DLS	1
6.	Governor State University	GS	2
7.	Great River Library System	GRLS	4
8.	Illinois State Library	ISL	3
9.	Illinois State University	IS	3
10.	Illinois Valley Library System	IVLS	3
11.	John Crerar	ICJ	2
12.	Kankakee Community College	KK	2
13.	Kaskaskia Library System	KLS	5
14.	Lewis & Clark Library System	LCLS	5
15.	Lincoln Trail Library System	LTLS	3
16.	North Suburban Library System	NSLS	1
17.	Northern Illinois Library System	NILS	1
18.	Northern Illinois University	NO	1
19.	Northwestern University	IEN	2
20.	River Bend Library System	RBLS	4
21.	Rockford Processing Center	RPC	1
22.	Rolling Prairie Library System	RPLS	3
23.	Route Control Office - Circle Campus	RCOC	2
24.	Sangamon State University	SS	3
25.	Shawnee Library System	SHLS	6

26.	Southern Illinois University - Carbondale	SIU-C.....6
27.	Southern Illinois University - Edwardsville	SIU-E.....5
28.	Southern Illinois University Med. School	SIUMC.....3
29.	Starved Rock Library System	SRLS.....1
30.	Suburban Library System	SLS.....1
31.	U of I - Chicago Circle	UICC.....2
32.	U of I Medical School	UIMC.....2
33.	U of I Peoria School of Medicine	UIPSM.....3
34.	U of I Rockford School of Medicine	UIRSM.....1
35.	U of I - Urbana	UIUC.....3
36.	University of Chicago	ICU.....2
37.	Suburban Audio Visual Center	SAVS.....1
38.	Western Illinois Library System	WILS.....4
39.	Western Illinois University	WIU.....4

WJS:bb
07/29/80

contributed by UNIVERSITY OF CONNECTICUT

STATE OF CONNECTICUT
CONNECTICUT STATE LIBRARY
231 CAPITOL AVE HARTFORD CT 06115

CONNECTICAR GUIDELINES AND PROCEDURES

Effective January 2, 1980

Guidelines

1. Connecticar will maintain daily delivery service to the following types of libraries:

   (a) Heavy lenders (C-Card, ILL)
   (b) Teletype network libraries
   (c) CSL service centers and the film service
   (d) CLSU headquarters libraries

2. All other principal public libraries and CSL Law Libraries will be served twice weekly by C-Car.

3. Non-principal public libraries, academic libraries, and special libraries not serviced under the above categories, must arrange for delivery service with the designated principal public library in their community. The State Library must be notified of these arrangements.

   (a) The attached is recommended as a sample agreement for shared service.

   (b) The ILC will act as clearing house for questions regarding these arrangements. Toll Free - 1 - 800 - 842-8610.

4. Participating libraries must designate one (1) convenient Connecticar location within the facility, i.e., near an entrance or exit, preferably no stairs. Any change must be reported to the driver immediately.

5. There will be no deliveries to branch libraries.

6. Films are a priority delivery item. All films will be picked up.

7. Bulk loans from ILC and the State Library's Service Centers (Middletown, Willimantic) may not be delivered or returned via C-Car. (A bulk loan is defined as 100 or more books going to a library from a Service Center at one time.)

8. The weight per carton must not exceed forty (40) pounds.

9. We cannot guarantee picking up more than two (2) cartons at any one time addressed to the same library.

10. Connecticar drivers will refuse pick-up of materials improperly addressed.

Mail

1. Mail to be carried by C-Car is restricted to ILL requests and responses.

2. First class mail will not be delivered via C-Car.

3. Bulk mailings will not be delivered via C-Car unless approved in advance by the Associate State Librarian.

Procedures

1. All interlibrary loan requests must be enclosed in appropriate envelopes and addressed as if being sent via the U.S. Mail; please designate appropriate C-Car Route instead of a stamp. Street address and zip code are not necessary.

2. Photocopied responses to ILL requests must be sent in manila envelopes addressed as indicated above.

3. Routing slips must be placed on books and/or boxes so that they can be easily read by drivers for en-route sorting.

4. Place routing slips on front or back of closed, flat books, using two (2) rubber bands to keep small packages closed. When sending more than one (1) book, make bundles of two (2) or more, but do not exceed three (3) books in any package tied together with rubber bands. Routing slips must be clearly visible. DO NOT USE TAPE TO ATTACH ROUTING SLIPS.

5. No envelopes are to be placed in books or cartons.

6. Libraries may request a supply of routing slips from drivers. If not available at that moment, they will be delivered at the next visit. Forms may be requested from ILC.

7. Extra large books should be sent separately - not with smaller books. DO NOT exceed three (3) to a package.

8. On routing form, place date, route number, library name and town (not mailing address) - use remark section for additional information. Please use town name if applicable, i.e., Newtown Public Library rather than Cyrenius H. Booth Library, etc. Please be careful when using terms West, EAst, North and South.

9. Materials going to a Service Center must designate which Service Center and not just State Library unless material was borrowed from the main State Library collection at 231 Capitol Avenue, Hartford, (you may use MLSC for Middletown Library Service Center and ILC for the Interlibrary Loan Center.

Prepared by
Division of Library Development

Att.

STATE OF CONNECTICUT

CONNECTICUT STATE LIBRARY

INTERLIBRARY LOAN CENTER

90 WASHINGTON ST. HARTFORD, CT. 06106

TEL. 566-3024
566-3025

TOLL - FREE 1-800-842-8610

CONNECTICAR DELIVERY AGREEMENT

The _____ Public Library agrees to serve as the Connecticar pick up and drop point for the _____ Library.

Date:_____ Signed: _____ for _____ Library

_____ for _____ Library

copies:

1 for each library in agreement.
1 for DLD Central Office, Connecticut State Library, etc.
1 for Interlibrary Loan Center, 90 Washington Street, etc.
1 for Connecticar Office, MLSC, etc.

THE INTERLIBRARY DELIVERY SERVICE OF PENNSYLVANIA

A Brief History

The Interlibrary Delivery Service of Pennsylvania (IDS) is a cooperative association of more than 120 academic, public, special, and school libraries throughout the state of Pennsylvania organized for the purpose of providing "delivery of interlibrary loans and educational items" among its members.

Beginnings

IDS traces its beginnings to 1969 when the Area College Libraries of Central Pennsylvania received an LSCA Grant which combined with their own membership fees enabled them to develop a delivery service for interlibrary loans that extended from Central Pennsylvania to Philadelphia and included 35 members, among which were six district library centers and the Pennsylvania State University. Its membership increased to 67 members in 1973. Then in 1975 an LSCA Grant enabled the membership to reach a peak of 156 members as it extended its service across the state. Through this period of time the number of items moved through the system expanded from 27,000 items in 1970 to 250,000 items in 1976.

Changes to Improve Services

From 1975 to 1979 IDS operated its own fleet of rental trucks throughout the state. At that time increased costs for fuel, repairs and labor necessitated a review of IDS procedures. After consulting with a transportation expert, IDS acted to contract its delivery services. Its new mode of operation began in 1980. In that year IDS transported more than 160,000 items for its more than 110 members whose locations span the state. IDS provides pick-up and delivery services on a three days per week schedule.

Current Developments

IDS is governed by a Board of Directors, 12 elected from member libraries and 1 elected from the public at large. Its financial support is secured from annual membership fees and an annual LSCA Grant. It provides its services through negotiation and contracts. Its delivery services are contracted through Purolator Courier. It has contracted with the Pittsburgh Regional Library Center for its administrative work. Varied evaluations and surveys and self studies have served to indicate the important role which IDS plays in providing a means of convenient, cost effective interlibrary loan deliveries throughout the state of Pennsylvania. IDS currently is investigating the possibilities of extending its services beyond the borders of Pennsylvania and welcomes any and all inquiries with respect to its services.

1/21/82

IDS OVERVIEW

1.1 Purpose

The Interlibrary Delivery Service of Pennsylvania is a non-profit delivery service designed to facilitate the transmittal of interlibrary loans and other educational items among its members. Incorporated in 1977, its goal is to provide a delivery service that enables any resident to have prompt access to the material resources owned by public, academic, school and special libraries. Its purposes as defined by its Bylaws include:

> Encouraging and promoting the development of library and information resources, services, research and library cooperation
>
> Cooperating with member organizations toward the solution of mutual interlibrary problems.
>
> Cooperating with other library networks and union catalogs.
>
> Seeking grants and gifts in furtherance of its purposes.

To carry out its mission,it may serve as a contracting agency with other organizations and common carriers to provide delivery and administrative services.

IDS OVERVIEW (Continued)

1 .2 GOVERNANCE

IDS is governed by a ~~12~~ 13 member Board of Directors elected by the membership. ~~Ten~~ 12 of the Board members are elected from among representatives of member libraries. ONE IS ~~are~~ elected from the public at large to enable the organization to secure persons with transportation, financial, or legal experience according to the needs of the organization. Board members serve three-year terms with four members elected each year. The responsibility for managing the service in accordance with Board-determined policies is contracted to an Administrative Agency.

1.3 Board of Directors

The Board of Directors is responsible for determining policy, setting service standards, approving contracts, maintaining fiscal accountability, and evaluating service quality. The Board's responsibilities as defined by the Bylaws include:

Exercising authority over the management, acquisitions and disposition of property.

Supervising the finances, and controlling their investment and utilization.

Adopting budgets.

Determining guidelines for cooperation between IDS and other appropriate organizations.

Determining standards for the admission of members and representatives.

Arranging for the annual membership meeting.

The standing committees of the Board are an executive Committee and a Finance Committee. The Nominating Committee of three representatives of the membership is elected by the membership. Ad hoc committees are appointed as needed to serve IDS purposes.

IDS OVERVIEW (Continued)

1.4 Administrative Agency

Beginning in January 1980, the Pittsburgh Regional Library Center (PRLC) has served under contract as IDS's managing agency. The services of the IDS Administrative Center at PRLC include:

Office facilities and clerical support for communicating with the membership.

Bookkeeping, accounting and billing activities.

Administrative support for supervising recordkeeping, preparation of reports, and negotiating and communicating with the contracting carrier.

Arranging and supporting Board and Committee meetings.

1.5 Contracting Carrier

In 1979 the IDS Board entered an agreement with the Purolator Courier Corporation to provide a delivery service for library materials. For information related to the Purolator contract see Fees (Section 2.3) Delivery Services (Section 3), Shipping and Receiving Procedures (Section 4) and Problem-Solving Mechanisms (Section 5).

MEMBERSHIP

2.1 QUALIFICATIONS

IDS membership is open to public, academic,school and special libraries, and library-related non-profit organizations. Members are required to participate in a membership agreement and pay service fees according to the fee-schedule in force.

2.2 Membership Application and Agreement

Applications for membership are submitted to and approved by the Board of Directors. There are two classes of membership:

Primary

A library member independently incorporated or serving a single institution. The library or its parent institution is the site for shipping and receiving deliveries. Deliveries are received according to the Contracting Carrier's schedule, and the library is listed on the membership directory.

Cluster members

A cluster member consists of two or more libraries each separately organized or independently conmplete. A consortium office or one of the libraries is responsible for membership agreements and payment of fees. There is only one IDS shipping and receiving site. Distribution of materials from these units to the shipping and receiving site is the responsibility of the cluster members individually or collectively.

Deliveries are received according to the Contracting Carrier's schedule at the central site. Each library is listed in the IDS membership directory. Labels and bills of lading directed to cluster members must include the shipping/receiving site of the cluster member.

Applications for cluster membership may be submitted to the IDS Administrative Center. Applications must be approved by the Board before service may begin.

Text of the membership agreement will be distributed with the annual invoice.(Rev. 11/03/80)

DELIVERY SERVICES

3.1 Types of materials

Purolator the Contracting Carrier, will pick up and deliver ---

1. Library materials. Books, periodicals, microforms, films, recordings, audio, video and computer tapes, transparencies, pictures, photographs, etc.

2. Library equipment. Microform readers, film projectors, and other audiovisual equipment. Weight limits defined in Section 4.1 should be noted for these shipments.

3. Duplicate exchange lists and IDS communications are considered to be letter mail. Letter mail will be carried if U.S. postage in the correct amount is affixed to the envelope and hand cancelled.

Materials in all three categories must be accompanied by a bill of lading (See section 4.3). The name and address of the receiving library (consignee) must be placed on the envelope, or for duplicate exchange on a folded, stapled letter style list.

Household furnishings and dangerous substances such as flammables, explosives, and radioactive materials will not be transported by Purolator.

SHIPPING AND RECEIVING PROCEDURES

4.1 Packaging

Each item shippped* must be wrapped or packaged to protect it from damage. Several items shipped to the same location may be packaged together. Handling and the locations of pickup and delivery sites should be considered when selecting packaging. Purolator will not expose materials to the elements during transit or terminal exchange. Examples of adequate protection include:

New or used envelopes, bags or containers.

An interoffice envelope for a book, providing the weight will not stress the seams.

A jiffy bag for a book.

A 9" x 12" envelope for photocopies.

A metal or plastic container for film.

A carrying case for a slide projector.

A snap-on lid on the case of a 16mm projector.

No package, whether it be composed of single or multiple items, may weigh more than 50 lbs. No more than 100 lbs. per day can be dispatched to the same receiving (consignee) site.

Examples: On X day, Library A can send Library B 4 packages with a total weight of 63 pounds. On X day, Library A cannot send Library B 3 packages with a total weight of 110 lbs. The latter example exceeds the weight limit. Library A should hold the overweight package for the next pick-up.

*Exceptions are Duplicate Exchange lists, IDS communications and other letter mail.

PART TWO: DOCUMENT DELIVERY*

1. CURRENT DOCUMENT DELIVERY SYSTEMS: Please list the document delivery systems currently in operation in your library system, including both on-campus delivery and delivery to external users and other institutions. (Or, enclose relevant documents that include this information)

Delivery System	Purpose & Duration	Methods of Finance e.g. User fees, library budget item, etc.	User Groups Affected	Turnaround Time Expected & Achieved
* LDS IUTS PEBUQUILL	Purpose: delivery of materials requested on ILL to forward ILL requests to send instruction sheets (e.g. procedures, levels of searching) Duration: On-going	Library budget	LDS: mostly federal libraries in the National Capital Region; also includes university, public & special IUTS: Ontario univ. libraries PEBUQUILL : Quebec univ. libraries	next day delivery
Purolator Courier Canada Post Priority Post Delivery Service			All libraries in province of Alberta, and all libraries in Regina, Saskatoon, Winnipeg, Greater Vancouver, two regional library systems in Ontario	

*LDS = Library Delivery Services
IUTS = Inter-University Transit System
PEBUQUILL = Prêt entre bibliothèques universitaires du Québec Interlibrary Loan

*It is not necessary to include the U.S. Postal Service. Also, it is not necessary to include descriptions of normal photocopying services--only actual delivery of copied items or library materials.

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Gouvernement du Canada

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Conseil des bibliothèques du gouvernement fédéral

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THE IUTS-LDS CONNECTION

The Inter University Transit System (IUTS) was established at the opening of the 1967-68 academic session as a means of transporting library and other material by motor vehicle between provincially supported universities of Ontario. Operated by the Council of Ontario Universities, the system carries a large number of interlibrary loans by truck among the thirteen institutions in the southern part of the province and by air freight to Laurentian* (Sudbury) and Lakehead (Thunder Bay) universities.

The Library Delivery Service (LDS) of the Council of Federal Libraries now calls on fifty libraries in the National Capital Region, most of them serving federal government institutions.

Effective May 12, 1980, IUTS and LDS truck drivers began exchanging material every morning at the National Library for delivery the same day on their route. The LDS driver receives material sent to federal government libraries by Ontario university libraries and gives the IUTS driver ILL sent by federal libraries to Ontario universities.

The above arrangement will be in effect among participating libraries for one year and should result in faster and more reliable service than the Post Office could provide. If successful, the arrangement will be renewed for an indefinite period. The prospect of establishing other links between LDS and other similar transportation systems will also be considered.

Libraries participating in LDS are urgently requested to inform the secretary of the Liaison Office, Miss Monique Mercier (992-6704), of the number of items sent on LDS delivery each month and to report separately the number of items sent on IUTS delivery.

As you know from the instructions mailed to participating libraries before the link-up took effect, IUTS requires that delivery receipts accompany all shipments; the necessary blank forms and any additional information you may require can be obtained from the Liaison Office by calling 996-0530.

LIAISON DE L'I.U.T.S. ET DU S.L.B.

L'Inter University Transit System (I.U.T.S.), qui est exploité par le Council of Ontario Universities, a été mis sur pied au début de l'année scolaire 1967-1968, pour la livraison par véhicule automobile de documents de bibliothèque et d'autres objets entre les bibliothèques universitaires de l'Ontario subventionnées par le gouvernement provincial. Le transport est assuré par camion pour une grande partie des prêts qui se font entre les treize bibliothèques du sud de la province et, par avion, dans le cas des prêts à l'Université Laurentienne de Sudbury et la Lakehead University de Thunder Bay.

Le Service de livraison entre bibliothèques (S.L.B.), du Conseil des bibliothèques du gouvernement fédéral, dessert maintenant cinquante bibliothèques de la région de la capitale nationale, dont la plupart sont affiliées à des organismes fédéraux.

Tous les matins, depuis le 12 mai 1980, les conducteurs des camions de l'I.U.T.S. et du S.L.B. échangent certains documents qu'ils doivent livrer ce jour-là. Le conducteur du S.L.B. prend possession des documents envoyés aux bibliothèques fédérales par les bibliothèques universitaires de l'Ontario, puis il remet au conducteur de l'I.U.T.S. les documents prêtés aux bibliothèques universitaires par les bibliothèques fédérales.

La liaison des deux systèmes sera maintenue pendant un an, ce qui devrait entraîner un service plus rapide et plus fiable que celui du Bureau de poste. Si le service est efficace, l'entente sera renouvelée pour une période indéfinie. On étudiera aussi la possibilité de relier de la sorte d'autres systèmes de livraison de documents entre bibliothèques.

Les bibliothèques participant au Service de livraison entre bibliothèques sont instamment priées d'informer la secrétaire du Bureau de liaison, Mlle Monique Mercier (992-6704), du nombre de documents qu'elles font livrer tous les mois par le Service et de ceux qu'elles font livrer par l'I.U.T.S.

Conformément aux directives expliquées aux bibliothèques participantes avant que la liaison ne soit effectuée, l'I.U.T.S. demande que des récépissés de livraison accompagnent tous les envois. S'adresser au Bureau de liaison, au 996-0530, pour obtenir les formules pertinentes ou des renseignements supplémentaires.

Editorial Office Federal Libraries Liaison Office
National Library of Canada

Bureau de rédaction Bureau de liaison des bibliothèques fédérales
Bibliothèque nationale du Canada

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Canada

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DOCUMENT DELIVERY SERVICE EXPANDED

Air courier delivery service of interlibrary loan material from the National Library to the University of Calgary and other Alberta universities (*National Library News*, vol. 12, no. 10, November 1980, p.3) has been expanded to include all types of libraries in Alberta.

Alberta Culture Library Services in Edmonton has agreed to be the central distribution point for all interlibrary loans from the National Library destined for Alberta. Beginning April 1, 1981, there have been twice-weekly deliveries to Alberta Culture, where the material is sorted and delivered the next day by Alberta Courier Service to over 50 locations.

Canada Post's priority post service is providing the air courier transportation between Ottawa and Edmonton. Priority post, a scheduled next-day delivery service, is proving to be just as efficient, but not as costly, as commercial courier services.

The total delivery time for interlibrary loans to Alberta is approximately 48 hours.

BUDGET INCREASE FOR THE NATIONAL LIBRARY OF CANADA

Government support of National Library growth was confirmed by the estimates for the 1981/82 fiscal year, which were tabled in the House of Commons recently. The total operating budget of the Library rose from $17,179,400 to $21,389,000 (an increase of 24.5 percent) and the number of person-years went from 500 to 517 (an increase of 3.4 percent). Three more person-years were authorized later which brings the number to 520. As always, salaries take up the lion's share, but increases in two other items are of particular interest. Funds allocated for acquisitions have been increased from $1,080,000 to $1,406,000 (a

INTERNAL DOCUMENT DELIVERY SERVICES

3. Checks. Fees may be paid by check, payable to the Regents of the University of California. Material for which payment must be collected cannot be delivered or mailed on campus.
4. Cash payment cannot be accepted.

REQUESTS WHICH CANNOT BE FILLED

If the DDS staff cannot provide the material requested, the requester will be notified and alternatives for obtaining material will be suggested. The $1.00 service fee will be charged whether or not the request is filled.

QUESTIONS

If you have any questions regarding DDS or wish to register for service call the DDS Office at 825-2603.

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DDS BK-47
Biomedical Library
Center for the Health Sciences
University of California
Los Angeles, California 90024

BIO MED

Document Delivery Service (DDS)

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UCLA Biomedical Library

DOCUMENT DELIVERY SERVICE (DDS)

The Document Delivery Service (DDS) of the UCLA Biomedical Library provides a paging, photocopy and delivery service for material in the Biomedical Library's collection. UCLA faculty, staff, and students are eligible to use the service, for personal purposes only.

TO SIGN UP FOR SERVICE

First-time users may register for DDS by completing an application form available from the DDS office, located across from the elevator on stack level 3 of the library. The hours of service are from 8 a.m. to 5 p.m., Monday–Friday. Once the application form is completed users may begin to request material from DDS.

TO SUBMIT REQUESTS

Registered DDS users may request photocopies of journal articles or book loans from the Biomedical Library's collection in the following ways:

1. DDS request forms may be submitted to the DDS Office Between 8 a.m. and 5 p.m., Monday through Friday. At other times the forms may be left at the Reference Desk in the first floor reading room.
2. Up to four requests at one time may be submitted by telephone. The DDS Office is equipped with a telephone answering machine. Dial 825-2603.
3. Computer-produced bibliographies may also be submitted, provided they are nonreturnable or may be photocopied at the requester's expense.

PAGING AND PHOTOCOPY SERVICE

Requests will be paged daily, Monday through Friday. Journal articles will be photocopied and books will be checked out directly to the requester. If material is not immediately available (because a volume is at the bindery or a book is checked out to another borrower) the requester will be notified of the reason for delay. Material will be provided as soon as it is available.

DELIVERY AND PICKUP OF MATERIALS

Material will be delivered Monday through Friday, to offices or mailboxes in the Botany Building, Center for the Health Sciences, Louis Factor Health Sciences Building, or the Life Sciences Building. Photocopied articles will be sent via campus mail to other offices on the UCLA campus, or via U.S. mail to off-campus addresses. A mail fee is charged for articles sent via U.S. mail. Material which cannot be mailed or delivered can be picked up at the DDS office between 8 a.m. and 5 p.m. on weekdays.

COSTS AND PAYMENT

Because library funding is not available to cover the labor, equipment and supply costs associated with this personalized service, it is offered on a cost-recovery basis. A basic service charge of $1.00 will be charged for each request processed. If articles are photocopied a charge of $.05 per photocopy exposure will be added to the basic service charge. A mail fee of $.50 per article will be charged for photocopies sent via U.S. mail.

Payment may be made in the following ways:

1. Departmental Recharge. Campus departments may wish to establish service blankets with the Library if frequent use of DDS is anticipated. Service Department Blanket form 3348 should be made out to the "UCLA Biomedical Library – ILL/DDS." The original should be sent to the Accounting Office. The second and third copies should be sent to the DDS Office, Biomedical Library, Center for the Health Sciences. The third copy will be returned to the originating department. DDS request forms, signed by authorized personnel, can then be submitted. Each request must include the departmental account number on the form. One copy of the form, indicating the total cost of each request will be returned to the requester with the material. Departmental accounts will be recharged on a monthly basis.
2. Deposit accounts. Deposit accounts (minimum of $50.00) may be established. Requesters will be notified when the balance in a deposit account is less than $10.00.

DRAFT

PROPOSAL

Document Delivery Service

UNIVERSITY OF CALIFORNIA, SAN DIEGO

November 1980

Faith A. Meakin

BIOMEDICAL LIBRARY

I. Document Delivery Services currently at UCSD

II. Proposal for new service -
Appendix A Biomedical Library - Medical Center Library
Transactions 1972/73 - 1979/80

DOCUMENT DELIVERY SERVICES CURRENTLY PROVIDED BY UCSD LIBRARIES

I. Return of library materials

Materials are returned by patrons to all libraries and are transfered by library mail to CUL where they are sorted and returned to appropriate campus libraries.

II. Requests for materials to be transported for patrons between libraries

A. Main campus libraries can call SIO and request an item be delivered by library mail and vice versa. However, there are no such requests between libraries on main campus. In Biomed, Bonnie Whiteman in Circulation handles the SIO requests. Some requests come from Campus libraries (other than Biomed) to Medical Center Library (MCL).

B. Biomedical Library-Medical Center Library

Twice daily delivery of library materials between hospital and main campus using shuttle bus. Materials, requests etc. put in heavy canvas bags and taken by circulation staff of Biomed to shuttle at 10 a.m. Biomed picks up material put on bus by MCL personnel at same time. At hospital library staff goes down to mail room and picks up material. However they must take bags of material to go to campus to the shuttle. Requests are filled out at either library or are occasionally called in. Physical volume or issue is sent, photocopy is handled directly by LPS. These requests are handled by ILL at Biomed. The items are checked out directly to patrons and are for in-house use only.

III. Staff produced copy for patrons

A. Central University Library

1. Mail requests for photocopying come to Circulation--Betty McFall.
2. Phoned-in requests--ILL--Fran Rudman--emergency only.
3. These two departments page the item or send the list back for the requestor to fill forms out and then page requests.
4. Materials with filled out forms are given to Maurice who then mails item to requestor.

Volume: 3/month.

B. Science and Engineering Library

1. Mail request only--no telephone.
2. Dick Ellis will page and copy, sends note to requestor.
3. Keeps weekly statistics--not cumulated annually. Request if needed.

C. Cluster Library and Scripps Institution of Oceanography Library.

No staff produced copy.

D. Biomedical Library - Document Delivery Services

1. Accept phone-in and mail requests for photocopy.
2. Will accept lists of material if it is non-returnable.
3. Pages items, copies and mails them to requestor or places them at Circulation for pick-up.
4. Provides positive status reports on items temporarily unavailable.
5. Does not refer requests automatically to ILL.
6. Deposit account, budget recharge most commonly used payment. Will bill outside users, corporations, etc.

DOCUMENT DELIVERY SERVICE FOR UNIVERSITY OF CALIFORNIA, SAN DIEGO

I. Introduction

A. Need for Service

The Biomedical Library is located on the Medical School Campus and is physically separated from some of the departments for which it is responsible. Theseinclude but are not limited to:

Biology - Revelle, Muir Campuses

Reproductive Medicine - Muir Campus

Neurosciences - SIO

Radiology - Salk Surge Facility

Various clinical departments - VA Hospital

University Hospital

Several factors indicate that a document delivery service is needed to adequately serve the library needs of these groups.

1. There were 5909 requests for photocopy in 1979/80 from campus and hospital users (Appendix A).
2. There were 3896 requests for physical volumes to be sent between the Medical Center Library and the Biomedical Library in 1979/80 (Appendix B).
3. A recent report of an outside review group for the Graduate Program in Biology indicated dissatisfaction with library services.

B. Eligible Users

Service should be offered to UCSD faculty, staff, and students whether located on campus, at VA, or at the Medical Center or any of the off-campus facilities.

C. What Would Be Provided

1. Photocopy of journal articles.

2. Monographs

3. Verification of bibliographic references

II. Operation of the service

A. Submission of Requests

1. In person: Requests may be left during the day with LPS or after hours with the circulation department. It is preferred that a form be filled out for each item otherwise lists must be non-returnable.

2. Mail: Requests may be sent in via mail using forms. Computer search printouts will be accepted provided they are nonreturnable or authorization is given to the LPS staff to photocopy the printout and charge the users accordingly.

3. Telephone: a telephone answering machine will be used so that requestors may leave their bibliographic and departmental information on tape. Direct phone access will be available at specified hours.

B. Copyright Compliance

1. No multiple copies will be made under any circumstances.

2. Users of the document delivery service will be required to sign a copyright release statement. This will be kept on file in the LPS office.

3. Copy request forms will include a warning concerning copyright.

C. Processing of journal article requests

1. Requests will be batched and paged daily.

2. Photocopies will be delivered through campus mail, delivered to offices on campus, or may be picked up in person.

3. Requests for journal articles not owned by Biomed:

a) The requests for journals located at MCL will be sent by shuttle to them for xeroxing and return.

b) Those in other campus libraries will be paged once a day during delivery run and copied.

c) Items not owned by any campus libraries will be referred to ILL if the requestor has so indicated on the request with the last needed date information provided.

d) Items which cannot be supplied will be returned to user with a specific indication of why the item was not supplied.

D. Processing of book requests

1. Monographs will be checked out in users name and sent by messenger to campus addresses or to the libraries at UH for pick-up by users.

2. Monographs not available at Biomed or MCL, can be sent to ILL if specified by requestor.

3. Items owned but checked out can be recalled or have a hold put on them if requestor so specifies.

4. Materials owned by other campus libraries will be paged on daily run by messenger.

5. Positive status reports will be given.

E. Turn around time

The goal for document delivery system should be an turn around time of 24 - 48 hours excluding weekends and holidays, for items which are on shelf. Interim status reports will be provided promptly within 24 hours for materials not on shelf.

F. Delivery Mechanisms

1) Pick up materials on site

2) Mail photocopies using campus mail system

3) Delivery of monographs to libraries at VAH or UH

4) Delivery of monographs or articles to campus address if user has private office or individual mail box.

III. Costs

A. Basic Assumptions

The Biomedical Library's LPS staff will manage and operate the DDS. A DDS is already functioning in this department and they are familiar with the procedures and operations.

It will be difficult to estimate the demand for this service. It has been in operation for sometime but a lack of publicity may have kept demand fairly low. With the exception of the messenger service to on-campus addresses and the check out of monographs this will not be a new program. Biomed operates a large photocopy operation with seven machines producing over 2 million copies last year. The LPS operation is staffed by one LA IV, a clerk and 3,000 hours GA. If the services became tremendously popular another LA I position would be required. This LA I could serve as the messenger and pager from other libraries.

B. One-time start up costs

1.	Telephone answering machine	$300.00
2.	Telephone jack installation	25.00
3.	Initial publicity	200.00
		$525.00

C. Recurring Costs

1. Labor

Initially the additional labor required will be provided by student assistants who will page, photocopy and deliver materials on the campus and to VA and UH hospitals. The full time staff would devote a portion of their time to supervising the service and assisting with problems.

Staff level	Monthly costs
.5 clerk (paging & delivery)	$428

2. S & E

Miscellaneous office expenses per month

Messenger truck (rental)	$60.
Office supplies	42.
Telephone line access	7
total	$109.00

3. Total S&E and labor costs per month $537.00

4. Photocopy

The photocopy equipment now in Biomed is heavily used. If we are guaranteeing a 24 to 48 hour turn around time another copy machine will be necessary. This can be used for ILL, library copying, as well as for the document delivery service. These services now account for 10,000 copies a month.

Xerox 4000 (assume 10,000 prints/mo.)

a. Xerox 4000 Payment	.0399 per print
b. Paper (total of $148)	.004
c. Other supplies (total $128/mo)	.003
d. Labor (.12 Clerk at 250 prints/hr)	.023 per print
	.0699 per print

5. Hidden Costs

The impact of this system on the mail room personnel, library administrative personnel should not be overlooked.

IV. Payment Mechanism

A. Departmental Recharges - Best Choice for DDS

B. Deposit Account - Best choice for heavy users. Minimum deposit of $50.00 Form for deposit accounts will be annotated following action.

C. Cash payments and checks not accepted.

COST FIGURES

Three years ago (1977) at MLA Chicago, ILL. the following figures were given for the cost of an ILL:

UCLA	$1.80
Univ. of Ohio	1.70
Cleveland	1.40

Updated 8/79 - Journals $4.02 Books $0.74

Figures from LPS operation

a. Using $1.50 per month billing 10¢ per page (est.)
79/80 766 patrons campus & VA
Assuming 6 items per requestor 2 items/mo = 766 x $1.50 x 3 = $3447
Assuming 10 pages per request 10 pg. x .10¢ = $1.00 x 4956 = $4956

Total $8,043

b. Using $1.00 per item 5¢ per page (est.)
766 x 6 = 4956 x $1.00 = $4596
5¢ per page 10 pg./article = $2298

TOTAL: $6,894

Procedure A above is the billing procedure currently in use:

1. It discriminates against those who page their own articles and fill out their own forms.

2. The patrons who have caught on the to the $1.50/mo billing charge batch their requests.

SERVICES ON CAMPUS WHICH COULD BE USED FOR DOCUMENT DELIVERY

Messenger Service

1. Pick up and delivery of any item.
2. Will go off-campus.
3. Charge based on distance traveled, usually $1.50 per item on campus.
4. Will charge to budget numbers only.
5. Usually 1/2 day turnaround time, need advance notice.
6. Last year processed 2,301 requests
7. Most request one time use
8. If library was going to use a contract would have to be prepared.

Campus Mail

1. Movement of materials using mail system.
2. Disadvantage--loss of materials.
3. Heavy workload already--takes too long.

BIOMEDICAL LIBRARY - MEDICAL CENTER LIBRARY
TRANSACTIONS 1972/73 - 1979/80

	Loaned				Borrowed			Not Supplied
	Total Requests	Originals			Originals			
		Books	Journals	Total	Books	Journals	Total	
1972/73	2658	297	1847	2144	14	23	37	477
1973/74	1943	231	1403	1634	6	42	48	261
1974/75	2491	274	1855	2129	12	42	54	308
1975/76	2773	374	1906	2334	32	62	94	345
1976/77	3225	303	2350	2653	47	148	195	377
1977/78	3647	431	2498	2929	64	223	287	431
1978/79	3288	400	2333	2733	49	128	177	378
1979/80	3896	388	2366	2754	44	90	134	504
Summer Quarter 1973/80	684/947	89/100	476/720	565/820	4/3	9/24	13/27	

Prior to 1975/76 photocopy requests were handled by ILL - now handled directly by LPS in both libraries.

+ 47% increase in total requests

+ 38% change in originals loaned to MCL in period 1972/73 - 1979/80

+ 332% change in originals borrowed from MCL 1972/73 - 1979/80

+ 38% change in summer quarter 1973 - 1980

UNIVERSITY OF CALIFORNIA—(Letterhead for interdepartmental use)

In fiscal year 80/81, UNMGL's document delivery service received more than 5,000 requests. The service successfully completed 95% of these requests. The service provided all types of printed material including conference papers, journal articles, technical reports and specifications, government publications, and patents. If you are interested in this service, please contact Stephen Rollins, Circulation Department, Zimmerman Library, University of New Mexico, Albuquerque, NM,87131. Telephone:(505) 277-5056.

COSTS

Items supplied from UNM	$2.75
Phone requests	$3.50
Xeroxing	$.10/pg
Microfiche to paper	$.05/pg
Microfilm to paper	$.15/pg
Microfiche to microfiche	$.25/pg
Items supplied from outside sources	$5.25

All handling charges billed to UNM

Delivery is priced according to distance

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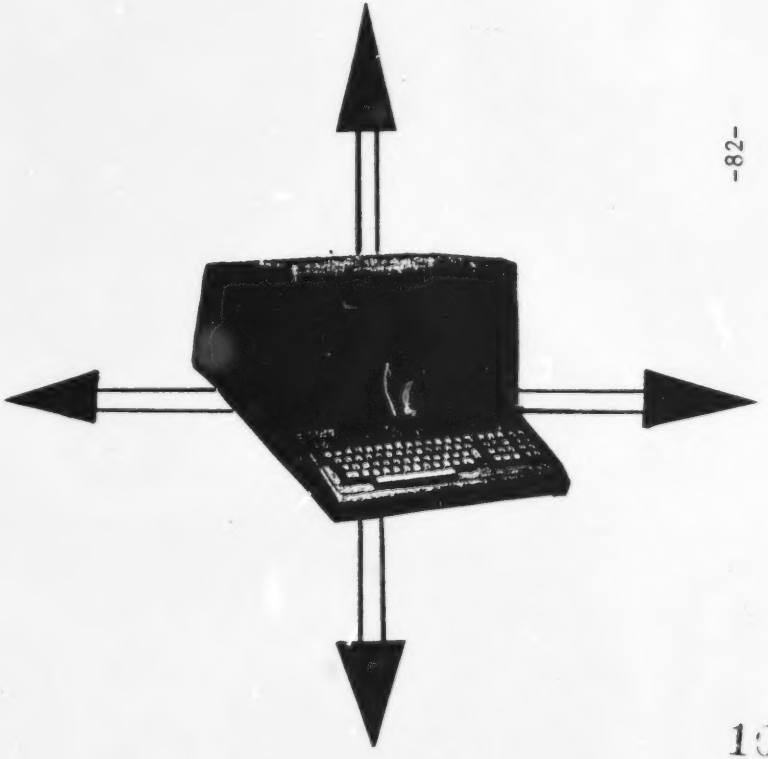
UNIVERSITY OF NEW MEXICO

GENERAL LIBRARY

DOCUMENT DELIVERY SERVICE



An efficient document delivery service is a recognized need of researchers. At the University of New Mexico, the General Library offers such a service to those researchers employed at regional facilities. The document delivery service at UNMGL is an integrated approach to document retrieval which combines the various functions of interlibrary loan and bibliographic verification. Any request for any document is accepted from document delivery customers and requests may be submitted by phone, by mail, or by courier. The service is designed for those individuals who are willing to pay for a specific document and the delivery of the document to a specific location.

In satisfying the document needs of regional researchers, the General Library utilizes the following resources.

* UNM's collection of over 1,000,000 volumes.

* The collections of the Center for Research Libraries are available via TYMSHARE and requests for articles and conference papers are forwarded by CRL via computer to the British Lending Library.

* The services of over forty commercial vendors are available via information retrieval systems offered by DIALOG, BRS, and SDC. These vendors include Chemical Abstracts, Engineering Society Libraries, Commonwealth Agricultural Bureaux, NTIS, Norwegian Institute of Technology, USBE, Scandinavian Information Retrieval Service, National Standards Association, and the Universitatsbibliothek und Technische Informationsbibliothek.

* UNMGL will also contact professional societies, authors, or national associations to secure copies of their publications.

University of Washington Libraries
June 12, 1975

Circulation Memorandum No. 20

Intra-Library Request

The Intra-Library Request, M-5, was designed to:

1. Request that an item be sent from one unit to another for reserve or for a borrower.
2. Report back to the requesting unit when the item is not sent as requested.
3. Accompany an item which is sent to another unit for reserve or for pick-up by a borrower.

Intra-Library requests may be transmitted by mail or phone. Contact is between library unit where item is to be delivered (requesting unit) and library unit which holds item (receiving unit).

Materials will not be sent from Odegaard Undergraduate Library.

Requesting Unit Procedures:

When an item held by another unit is requested for Reserve or for pick-up by a borrower:

1. Verify location of item.
2. Verify eligibility of borrower.
3. Complete request form (see sample).
4. If borrower wishes to place a hold if item is checked out, inform him/her that s/he will be notified when it is available from the holding unit. If the borrower then wishes it delivered to another unit for pick-up, s/he requests delivery from that unit.
5. Mail to unit which holds item.
6. For rush telephone requests, the receiving unit completes the form as information is transmitted.

When item or response is received by requesting unit:

1. Notify borrower of availability or report reason not available to borrower.
2. Verify identification of borrower prior to release of item.

Receiving Unit Procedures:

Upon receipt of Intra-Library Request:

1. If item is available for lending:
   a. Check out to Reserve or to borrower as indicated on M-5. If item is checked out to a borrower, enter "Sent to _____ (Requesting Unit) for pickup" on book card.
   b. Complete the reverse side request form (see sample).
   c. Insert request form in book pocket.
   d. Send to requesting unit.

2. If item is not available for lending:
   a. Place hold on item if so requested.
   b. Indicate reason for not lending item on reverse side of M-5.
   c. Send to requesting unit.

3. Holds
   a. When an item which has been recalled for a reserve unit is available for lending:

      Send item to the reserve unit without the M-5. (The reserve unit is responsible for maintaining course information).

      Mark routing slip "For Reserve".

   b. When an item which has been recalled for a borrower is available for lending:

      Send hold notice directly to borrower. If borrower wishes that item be delivered to another unit for pick-up, s/he requests delivery from that unit.

It is recognized that these procedures do not provide borrower's signature as evidence of the charge. Problems which result from the absence of a borrower's signature should be brought to the attention of Head, Circulation Division.

JB/hs

Front

Intra-Library Request

TO: Receiving unit DATE:

FROM: Requesting unit

Call No. Author: _____

Title: _____

_____

_____

Vol. _____ Issue _____

_____ For Reserve

_____ For use by:

Borrower's name

address

phone number

_____ Place HOLD if checked out

_____ Other: _____

_____

M-5

Back

TO: Requesting unit DATE:

RESPONSE:

_____ Item attached. Due _____

_____ Checked out. Due _____

_____ Recalled. Due _____

_____ Hold placed. No recall.

_____ Hold not placed. Reason: _____

_____

_____

_____

_____ Non-circulating.

_____ On reserve in _____

_____ Not located. Search placed.

_____ Missing or withdrawn.

_____ Other: _____

_____

Please Post or Route

WASHINGTON STATE UNIVERSITY

PULLMAN, WASHINGTON 99163

THE LIBRARY

MEMORANDUM

To: Departments subscribing to SCIDS (SCience Interdepartmental Delivery)

From: Elizabeth P. Roberts, Head, Owen Science & Engineering Library

Elizabeth P. Roberts

Date: October 1981

Subject: SCIDS Delivery Service

The Monday through Friday delivery service of books, journals, and photocopies from the Owen Science & Engineering Library, Holland Library and the remaining branch and departmental libraries to delivery points listed below is being made possible by these same departments and by the Owen Science & Engineering Library. This special service is for the benefit of the faculty and graduate students affiliated with these departments.

DESCRIPTION AND PROCEDURES

A. Requesting procedures.

1. Requestor phones the Owen Science & Engineering Library (Dial: LAMP 1 or 5-2671, ask for Circulation) for delivery of an item, regardless of which library houses the material. Items requested before 11 am will be delivered to the delivery points by 3 pm the same day. If the item is not available, the requestor will be notified before 3 pm. Please limit requests to 4 per day.

2. Data required by Owen Science & Engineering Library

   a. Personal data:

      1. Name
      2. Department
      3. University ID number
      4. Phone number

   b. Data on item requested:

      1. Author
      2. Title
      3. Date of publication (if known); or, if a journal, title, volume, year, and page numbers
      4. Publisher (if known)
      5. Call number (if known)

   c. Point of delivery

3. The circulation record is maintained at the point of origin only, i.e., items in departmental/branch libraries will be checked out directly to the requestor. Any renewals or other circulation business must be handled by the requestor directly with the library of origin. Circulation period begins from the time item is checked out at point of origin.

4. If a requestor in a given department desires photoduplication of journal articles in lieu of the item and it is to be charged to the department, an Interdepartmental Requisition and Invoice (I.R.I.) should be made out to Library Photocopy Service 19A 7621 0001, and send to the Library Administrative Office, Holland Library. The library can accept a blanket IRI for periods up to a fiscal year if preferred.

B. Return procedures.

Items received on SCIDS can be returned to the library via this service by calling circulation desk, 5-2671. If the pick up request is phoned in before 11 am, the item will be picked up and returned to the Owen Science & Engineering Library before 4 pm the same day. CAUTION: Only items called in before 11 am will be returned the same day.

ADDITIONAL WORDS OF CAUTION:

After reaching the Owen Science & Engineering Library, items returning to other library locations on campus are placed in the regular library mail delivery to be returned to the library of origin. If there is any doubt that an item will be returned late, item should be returned by borrower directly to the library of origin. Library of origin can be identified by the examining the delivery request form sent with the book.

THE OWEN SCIENCE & ENGINEERING LIBRARY TAKES NO RESPONSIBILITY FOR FINES ACCRUED FOR:

1. ITEMS NOT CALLED IN FOR PICK UP ON THE DELIVERY SERVICE.
2. ITEMS RETURNED LATE TO LIBRARIES OTHER THAN THE OWEN SCIENCE & ENGINEERING LIBRARY.
3. ITEMS RETURNED LATE DUE TO LACK OF UNDERSTANDING ON THE PART OF THE USER ON HOW THE SYSTEM WORKS.

C. General information.

1. Circulation period:
   a. Books - 1 month
   b. Journals - 3 days; issues from the current year will not be sent. Fine for late return is $1.00 for first hour, and 25¢ for each succeeding hour. Photocopies may be requested.
   c. Annual Reviews - 7 days.

8a. LIBRARY INSTITUTE DELIVERY SERVICE (LIDS)

A. Purpose: LIDS will deliver library materials from any M.I.T. library to a user's local M.I.T. library. The service is available to any member of the M.I.T./Wellesley community.

B. Type of material eligible: Any material with a four-week loan period.

C. Initiation of request (see sample form on next page):

1. The user may call the Institute Library Catalogue (ILC) at extension 3-5681 or 3-5682 to check whether the M.I.T. Libraries hold an item. If the user would like the material delivered to a "local" library, a LIDS request will be initiated by the ILC person.

2. The user may visit one of the divisional or branch libraries to initiate a LIDS request. The reference staff of the divisional or branch library will complete the LIDS request form and either send it to the Interlibrary Loan (ILL) Office (14S-222, 3-5682) or notify the ILL Office. The request may also be held for pick-up by the ILL messenger on regular daily rounds.

D. Retrieval: The ILL messenger will retrieve the requested material at the appropriate library on the same day, if the request is received before 2 p.m., or on the next afternoon.

E. Charging: Material is charged out at the lending library's circulation desk by the ILL messenger. Borrower's name, ID number, M.I.T. address and extension are entered on the charge card. This transaction establishes a legitimate loan record for the lending library and is kept on file until the material is returned. The lending library is responsible for recalling, sending overdue notices, etc., if the need arises.

F. Notification of non-availability: If the material is not available for Loan (missing, non-circulating, etc.), the user will be notified directly by the ILL messenger, either by telephone or by Part B of the LIDS request form. The ILL messenger will initiate a search in the library for missing materials. If the material is held in more than one library and not available in one library, the ILL messenger will automatically try another library. If all copies are missing, the user will be referred to the Interlibrary Borrowing Service.

G. Delivery: The material will be delivered to the appropriate library by the ILL messenger within 24-48 hours from the initiation of the request. Parts B and C of the LIDS request form will accompany the material. The local library will inform the user by telephone or by using Part B of the form that the material is available for pick-up. The material should be held for the user for the same length of time that other "hold" materials are retained.

H. Pick-up: Upon picking up the material, the user signs the bottom of Part C indicating receipt of and responsibility for the material. Part C is then forwarded to the lending library where it is attached to the charge card for the material.

I. Return and Discharge: Material may be returned to any M.I.T. library. If it is returned to the borrowing library or any library other than the lending library, a regular routing slip will be used to send the material by regular library messenger service to the lending library where it is discharged.

J. Statistics: The ILL staff will retain Part A of the form and monitor these transactions. Regular statistical information about LIDS will be provided.

Sample LIDS Request Form

M.I.T. LIBRARIES
LIBRARY INSTITUTE DELIVERY SERVICE
(LIDS)
REQUEST FORM

TO Hayden Circulation LIBRA
FROM Dewey LIBRA

CALL # JN578 .L45 DEWEY
AUTHOR Lown, M.G.
TITLE European political systems
OUT

Due ____ Date
Hold ____ requested ____
Recall ____ Not needed after ____

Reserve ____
Ref ____
Core ____ Other ____

User name Jane Doe
ID # 000-00-0000
Office 14S-222 Extension 3-5681

PART A (ILL Office) LIB-1-7

M.I.T. LIBRARIES
LIBRARY INSTITUTE DELIVERY SERVICE
(LIDS)
REQUEST FORM

TO Hayden Circulation LIBRARY
FROM Dewey LIBRARY

CALL # JN578 .L45 DEWEY
AUTHOR Lown, M.G.
TITLE European political systems
OUT

Due ____ Date
Hold ____ requested ____
Recall ____ Not needed after ____

Reserve ____
Ref ____
Core ____ Other ____

User name Jane Doe
ID # 000-00-0000
Office 14S-222 Extension 3-5681

☐ The material requested is not available for the following reason:

___ In use, due ____; you will be notified when available.
___ Item has been recalled; you will be notified when available.
___ On reserve at ____ Library.
___ In reference/core collection at ____ Library.
___ Missing. Contact Interlibrary Borrowing Office, 14S-222, 3-5684.

☐ The material requested is waiting for you at ____ Library.

PART B (User notification)

M.I.T. LIBRARIES
LIBRARY INSTITUTE DELIVERY SERVICE
(LIDS)
REQUEST FORM

TO Hayden Circulation LIBRA
FROM Dewey LIBRA

CALL # JN578 .L45 DEWEY
AUTHOR Lown, M.G.
TITLE European political systems
OUT

Due ____ Date
Hold ____ requested ____
Recall ____ Not needed after ____

Reserve ____
Ref ____
Core ____ Other ____

User name Jane Doe
ID # 000-00-0000
Office 14S-222 Extension 3-5681

USER SIGNATURE ____

DATE PICKED UP ____

PART C (Accompanies material, sent to lending library signed)

University of Texas

ONLINE DOCUMENT DELIVERY SERVICE (ODDS)

REQUEST FORM

ODDS provides rapid document delivery for articles, association proceedings, and other current papers through the use of vendors who offer online ordering services. *Costs for this service are higher than those for ordinary interlibrary service,* but delivery is faster - usually within two weeks.

NOTE: If you have a printout, you may mark the items desired on it and attach it to this order form, filling in only your name, address, telephone number, and University account number, if any.

JOURNAL/BOOK TITLE:

VOL: ISSUE: DATE: PAGES:

AUTHOR:

ARTICLE TITLE:

DATA BASE FROM WHICH THIS CITATION WAS TAKEN:

CITATION NUMBER:

OTHER SOURCE OF CITATION:

NTIS NUMBER:

OTHER IDENTIFYING NUMBER:

NAME:

ADDRESS:

TELEPHONE: ACCOUNT NUMBER:

☐ Faculty ☐ Graduate student ☐ Staff

OFFICE USE ONLY

REQUEST SENT TO: ORDER NUMBER: DATE:

COSTS: ONLINE: COPIES:

RECEIVED: NOTIFIED:

PAID: ☐ CASH ☐ CHECK ☐ ACCOUNT

RECEIVED BY:

(Signature)

We cannot order this item through ODDS because:

☐ The request was incomplete. If you still want this service, please complete as noted above and return to: ILS, PCL 2.402A, General Libraries, UT Austin

☐ This material cannot be ordered through ODDS. If you want to order it through regular interlibrary loan channels, please fill in and return the enclosed card to: ILS, PCL 2.402A, General Libraries, UT Austin.

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ILS-13 2/81

MESSENGER SERVICE

Definition

The Messenger Service tries to make available once every 24 hours, during week days, material from the Dartmouth College Library System rather urgently needed by a patron or a department, and not readily available at the place of request.
The service is operating throughout the year. It is filled by a student assistant. The Kresge Library is presently in charge of administering the service.

Rules and Procedures

Material requested

Material which is generally requested from the service includes:

photocopies of articles
volumes (monographs or serials, etc.)
microforms
miscellaneous material, as needed

All material requested must be easily transportable without a mechanized way of locomotion.
If a request includes multiple bound volumes or photocopies for more than 5 or 6 articles of more than 5 or 6 pages each, it is suggested that the request be filled through some other channel (library staff where request originated, forwarding of material through mail crate, etc.).
Any request which may be considered beyond the norm will be handled at the discretion of the Kresge staff for completion.

Schedule

The Service is run every weekday. A schedule is prepared at the beginning of each term, depending on students' own academic schedule. Once established, the same schedule is kept throughout the term. It may start any time between 8 a.m. and 2 p.m. Since 2 hours are generally allowed for the service each day, it is expected in all instances to be completed by 4 or 4:30 p.m. The Service is supposed to start at the same time throughout the term. In some special circumstances the starting time may alternate, for example: M-W-F 9 a.m., and Th-Th 11 a.m. In any case, it will follow a predictable pattern throughout the term.
A different student may be assigned to the Service between terms. Every effort is being made to find dependable students throughout the year.

Service

The student messenger is not expected to deliver material to departments or individuals outside of the Dartmouth College Library System.
Every day, the messenger reports to the Kresge Library at the assigned time. From there, he/she contacts by phone the following places:

Dana Circulation desk
Feldberg Circulation desk
Baker Circulation desk
Baker Reserve desk

It is expected that the Map Room, Baker Reference, Special Collections, Microtext Center, Selection Office, Technical Services, the Art Library, and the Music Library will leave messages at the circulation desk at Baker where a box is especially reserved for the messenger service. Any of these departments or libraries may also contact the Kresge Library directly and leave a message there. Experience has shown that messages originating in the above places are too few to warrant daily phone calls from the messenger himself.
Requests which have reached the point of contact in due time are filled on the same day, unless exceptional circumstances prevent the student to do so. Though late messages will always be accommodated as much as possible, it should be understood that their completion may have to be delayed until the next day in case of an overload of work.

Any request for material has to be verified before being placed. Verification should include:

proper main entry
call number and location
name of patron and patron's department
name of library department requesting or name of person within that department.

In case of serials articles, the request should include:

proper entry for serial or journal
call number (if applicable) and location
author of article
title of article (if available)
volume number and date (whenever possible)
pages

account number to which the photocopying has to be charged
name of requestor and requestor's department
name of library or library department where request originated.

In case of long articles, the messenger may elect to bring the entire volume and leave the photocopying to the responsibility of the library or department where the request originated.

Material pulled from the shelves by the messenger will always be charged to a name with the initials of the messenger (not to a department).

In case of inaccurate citations, the messenger makes every effort possible to try to locate the material. Such occurrences should be kept at a minimum.

In case of special difficulties, the student may request help from librarians in loco.

When the student first calls the various departments listed, he/she writes down every request communicated over the phone onto a log sheet (see attached #1). Any problems encountered in fulfilling the request is noted onto the log. Any special action taken is also recorded (missing, tracer placed, recalled, etc.).

The log sheets are kept in a binder in the Kresge Library and may be consulted by anyone,within the rules of privacy and confidentiality set by Dartmouth College Library.

Route

The messenger establishes his/her own route depending on the kind of requests placed.

Every day the messenger also picks up a newspaper from the Jones Microtext Center and delivers it to Kresge Library. He/she also empties a mailbox for the Kresge Library, placed in the Order and Receipt Department. Messages for Kresge can be left there.

Any special problem is communicated to the Kresge staff member responsible for the messenger service (Circulation Assistant, Mary Boyle) or to Jonathan Brown or Monique Cleland. Appropriate action is taken.

Every new student assuming the responsibilities of the service goes through a training session outlining the procedures of the service (Summary, attachment #2).

Should any problem be encountered, or should anyone have any question about the service, please contact Monique Cleland (Ext. 3564, H.B. 6115).

December 1980

SCIENCE MESSENGER

1. The list of requests to be filled for Kresge is on the work desk, left-hand corner. Make sure that you understand every request or ask an assistant about them.

2. From Kresge Library, call Feldberg Library (x2191), Dana Library (x2858), Baker Reserve Desk (x2569), and Baker Circulation Desk (x2567). In each case announce yourself and ask if they have anything for the Messenger. Write down all requests, entering them on the same sheet used by Kresge. Be sure to get an account number as well as a name for any xeroxing to be done. Xeroxing to be done at Baker requires signing out the key which is kept in the Reference Office.

3. When signing books out of any library, indicate for whom the material is borrowed and your initials. Books are always signed out to a person, never to a library or a department.

4. Go to Order and Receipt at Baker and pick up anything in the Kresge Box. Then go to the Circulation Desk and pick up whatever there may be in the Messenger box under the phone.

5. Go to the Microtext Center in the lower level of Baker and ask for the newspaper for ~~Dana~~ Kresge.

6. Pick up any materials requested by any of the branch libraries. This may entail going to Feldberg, the Math Library, etc.

7. Complete any request as appropriate.

8. Report to Kresge any request which has not been filled.

9. Return form with appropriate notes to the Kresge Library. All Messenger forms are kept in the binder marked "Science Messenger" on the work desk.

December 1980

#2

A SELECTED ANNOTATED BIBLIOGRAPHY ON DOCUMENT DELIVERY

Compiled By Faith A. Meakin

University of California, San Diego

The choice of items for this bibliography was dictated by the scope of the SPEC survey on Document Delivery sent to ARL libraries by the Office of Management Studies.

A. Document Transmission: Includes telefacsimile, telex, electronic mail, electronic publishing

1) Consortium plans electronic delivery of science and medical journals. Libr. J. 106:1466, August 1981.

   News note on consortium of European publishers with a proposal for the digitalization of the full text of their journal articles. Project is called (ADONIS) article delivery over network information services.

2) Cost study of OCLC/ILL underway in Florida. Libr. J. 106:498+, March 1, 1981.

   News note which describes an 11 week test bring undertaken by the Florida Library Information network. On-going cost study comparing OCLC's high speed ILL subsystem with alternate communications systems such as teletype, TWX, and U.S. mails.

3) Costigan, D.M. Electronic delivery of documents and graphics. N.Y., Van Nostrand Reinhold, 1978.

   Revision of the same author's 1971 monograph entitled FAX - The principles and practice of facsimile communication.

4) Hodges, T.M. TWX and interlibrary loan; one library's experience. Bull Med Libr Assoc 64(3):299-304, July 1976.

   Vanderbilt Medical Center Library (VMCL) first installed TWX in 1966. Eight years later (1974) VMCL removed its TWX terminal mainly as an economy measure. It is the opinion of the author that the benefits derived from using TWX for ILL do not warrent the cost of the service.

5) Josephine, H.B. Electronic mail: the future is now. Online 4(4):41-43 Oct. 1980.

   Electronic mail began 150 years ago with morse code and the telegram. Electronic mail includes telex, facsimile transmission, electronic message systems (EMS) and document delivery subsystems. Facsimile is now expanding to include store-and-forward capabilities and network communications. EMS is used to replace conference calls, memos and expensive business meetings. EMS can be used in information centers

for document delivery and information transfer. Important factors in choosing an EMS are who makes up the system and how versatile it is.

6) Lerner, R.G. Electronic publishing. In: New trends in documentation and information: proceedings of the 39th FID Congress, Univ. of Edinburgh, 25-28 Sept. 1978, edited by P.J. Taylor. London, Aslib, 1980. P.111-116.

Electronic publishing implies the use of electronic devices in all aspects of the production, management and distribution of primary and secondary information services. The problem of setting complex mathematics or display equations was previously an obstacle to total computer photocomposition of scientific and technical material. Computer photocomposition offers the opportunity of creating a data base which can be re-used for other purposes. The copyright laws of different countries are impediments to interchange between primary publishers. Journal publishers are increasingly concerned about the economic impact on journals of search services combined with document delivery services.

7) PNBC electronic mails speeds interlibrary loan. Libr. J. 106:1270, June 15, 1981.

News note on four month experiment with TYMNET's electronic mail service (EMS). Cost 40¢ per request.

8) Saffaday, W. Facsimile transmission for libraries: Technology, application and design. Libr. Tech. Rep. 14(5):447-531, Sept.-Oct. 1978.

The application of facsimile transmission to libraries has not been given detailed consideration in library literature since the late 1960's. This report is divided into two parts: 1) The first part consists of five sections which attempt to explain facsimile technology. The important factors which must be considered in the design of library facsimile applications are also discussed. 2) An appendix which describes and discusses selected available products.

9) Veenstra, R.J. Electronic mail has a future in the library. Spec. Libr. 72(4):338-346, Oct. 1981.

In 1982 the United States Postal Service will begin the first part of a three-phase plan to offer Americans electronic delivery of mail. The important potential this development has for libraries is discussed. Documents can be sent via electronic mail as facsimile messages or displayed on the library C.R.T. Interlibrary loans in the future could be accomplished within minutes using a special library electronic mail system.

10) Voos, H. Telecommunications and facsimile. Spec. Libr. 72:118-121, April 1981.

Advances in telecommunications have made possible more rapid and cost-effective transmission of information. Libraries should now review and consider a number of communication developments, including devices such as facsimile, copiers, word processors, terminals, and computers, in order to attain integration of devices and processes. Facsimile transmission is examined in some detail, and its advantages and disadvantages are discussed.

11) Waters, R.J. Telefacsimile: an effective document transfer tool? Serials Libr. 4:215-18, Winter 1979.

The Dallas Public Library conducted in 1974-75, a demonstration study designed to test the feasibility of telefacsimile as a method of transferring hard copy within an urban environment. The project involved 6 different type/sized libraries plus Dallas Central Library. The results of the one year copy indicated that telefacsimile was not yet a viable means of document transfer. Cost/copy $5.00. Now 5 years later Dallas is again experimenting with telefacsimile.

B. Document Delivery - Library Plans

1) Bourne, P. Improvements in the coupling of SDI system output with document delivery systems. J. Chem. Inf. Comp. Sci. 16(1):27-30, Feb. 1976.

A brief review is given of approaches used to couple SDI system output to the supporting document delivery systems. A coupling system is described which has been implemented for the 9 campuses of the University of California to automatically annotate citations retrieved from a central SDI service with location and call number information. Many of the computer-printed citations sent to each UC user are annotated to show the one or more library locations and call numbers for those serial titles on that user's campus, the citations are annotated to identify the nearest UC library that has that title. The location-code segment of the SDI system has been in operation since mid-1974 for over 1,500 profiles, and 5 data bases, and for users on 9 UC campuses. This is the first instance of this kind of coupling on an operational basis for a large, multifile, geographically dispersed multilibrary system.

2) Cable, L.G. Cost analysis of reference services to outside users. Bull. Med. Libr. Assoc. 68(2):247-248, April 1980.

An Oregon Health Information Network (OHIN) is being developed and hospital and college libraries are becoming the major health information resource with the University of Oregon Health Sciences Center Libraries (UOHSCL) providing a back up role. Charges for reference service and document delivery will be instituted in the near future. While cost studies of on-line services are available there were no cost analyses for reference services. A cost analysis was conducted at UOHSCL during Feb. 1979 for enquiries taking over 5 minutes. Analysis sheets recorded estimated time spent interviewing, searching and sending

relevant material. On the basis of the survey and considering hidden expenses a schedule has been devised; document delivery charges range from $3-$6 per item and literature searches from $8-$20.

3) Dougherty, R.M. Campus document delivery systems to serve academic libraries. J. Libr. Autom. 11(1):24-31, March 1978.

Dougherty, R.M. The evaluation of a campus library document delivery service. Coll. Res. Libr. 34(1):29-39, Jan. 1973.

Dougherty, R.M. and Blomquist, L.L. Improving access to library resources. The influence of organization of library collections and of user attitudes toward innovative services. Metuchen, N.J, Scarecrow, 1974.

Existing delivery systems must be improved if libraries are to benefit fully from a national communications network: there must be greater emphasis on improving availability of and access to resources and less emphasis on materials acquisitions. A campus document delivery system permits qualified persons to request copies/books from the library and have them delivered. The papers listed above refer to the provision of such a service at the University of California, Berkeley, Ohio State University and and the University of Colorado. User attitudes are likely to be dramatic and at first may be hostile. The service may become too popular in which case its performance will deteriorate. At Berkeley small fees were introduced to stabilize demand.

4) Foreman, G.E. and Baldwin, C. Evaluation of library services to rural physician associate program students. Bull Med Libr Assoc 64(4):372-375, October 1976.

Medical students participating in the Rural Physician Associate Program in Minnesota enjoy a unique educational experience, but local library resources are not adequate to support the program. To rectify this deficiency a library service program has been initiated, with the computer-based bibliography and photoduplication the principle service elements. Because of positive evaluation by the students, the service will be continued and expanded.

5) Goehlert, R. Book availability and delivery service. J. Acad. Libr. 4(5):368-71, Nov. 1978.

Michalak, J. Library services to the graduate community: the role of the subject specialist librarian. Coll. Res. Libr. 37:257-265, May 1976.

Discusses a service called ACCESS established in 1972 at Indiana University. The service is a system for the retrieval and delivery of books from the general collections to faculty departmental offices at the request of individual faculty members in the Department of Economic and Political Science.

6) Greene, R.J. Faculty acceptance and use of a system providing remote bibliographic and physical access to an Academic Library. Ph.D. dissertation. Florida State University, 1973.

Greene, R.J. LENDS: an approach to the centralization/decentralization dilemma. Coll. Res. Libr. 36(3):201-207, May 1975.

Traditionally academic librarians have been subjected to pressure from faculty to provide decentralized (divisional and departmental) libraries. Faculty at Georgia Tech have been provided with remote bibliographic access to the Georgia Tech Library through microfiche copies of the card catalog. Remote physical access is provided through a delivery service. This system (called LENDS) permits decentralized service to faculty from a centralized library. Faculty acceptance and use of LENDS are examined in this paper.

7) McClure, C.R. Linear programming and library delivery systems. Lib. Res. Tech. Serv. 21(4):333-344, Fall 1977.

Basic linear programming techniques can provide library decision makers with a powerful tool to increase the efficiency of many traditional library operations. However, librarians must first accept responsibility for developing some competency with basic mathematical procedures in order to utilize such techniques and to insure that such decision-making tools are properly applied for a specific situation. An example of how one basic linear programming technique can be utilized to improve the efficiency for delivery of material in a library system is provided.

8) Raffel, J.A. and Shisko, R. Systematic analysis of university libraries. Cambridge, Mass., MIT Press, 1969.

This book is concerned with the operation of a major university library. The study is an operational level evaluation using benefit-cost techniques. The major question asked what system of providing study space and required reading material for students is the most efficient. Considered trade off between in-library seating, department reading and study rooms and various methods of distributing library materials for these different locational plans.

C. National Systems

1) Document ordering through Lockheed's DIALOG and SDC's ORBIT: a users guide. Online 4(4):31-37, October 1980.

Each ORBIT data base differs slightly in ordering procedure. ORBIT transmits ordering information to supplier, ordering can be at any time in the search, multiple orders do not require repetition of ordering stops. DIALOG has 3 sets of instructions. Gives hints for ordering via DIALOG together with charts or ORBIT's electronic maildrop, general ordering instructions and DIALOG DIALORDER suppliers.

2) Gillespie, P.D. Document delivery for the on-line users--near, medium, and long-term possibilities. In: 2nd International Online Information Meeting, London 5-7, December 1978. New York, Learned Information, 1978. P. 19-36.

The Franklin Institute GmbH, Munich, was commissioned to study document delivery in the EEC by the Commision of the European Communities. Technical industrial documentation centers have not found a new request pattern resulting from on-line use. Gives a statistical analysis of an internal on-line data base search activity with respect to document delivery. Describes document delivery mechanisms at CNRS, Paris, BLLD, Canada and the USA, under sections entitled: ordering; searching; costs; satisfaction; turnaround time; capacity. An immediate solution is for each Euronet host to make available an order print facility. In the long term a network of National Centres should have an on-line ordering system.

3) Leblanc, E.S. CAN/OLE's on-line document ordering facility. Ottawa, Ontario, Canadian Association for Information Science, 1978.

Describes the on-line document ordering facility of the Canada Institute for Scientific and Technical Information (CISTI)'s retrieval and document ordering system, CAN/OLE. Proposes that document backup should be an integral part of both current awareness and retrospective services. Discusses the CONF file, consisting of the conference proceedings held by CISTI, and the UNION file, offering serial holdings in more than 250 Canadian libraries, as examples of data bases produced for the end user. On-line document ordering, as part of CAN/OLE, is the first instance of a national on-line document ordering facility deriving a document request directly from the data base.

4) Liu, R. Telelibrary: library services via satellite. Spec. Lib. 70(9):363-372, September 1979.

Current activity includes data base searching and document delivery via satellite. 3 satellites can cover the earth's principal inhabited regions, their main advantage for communication is their insensitivity to distance and there is a nearly instantaneous response as well as a broadcast capability. Developments in electronic mail, facsimile transmission, computer-based message systems and large-scale data base storage offer new possibilities for libraries. Large-scale data base storage will increase the ability to store whole documents. Library applications will include interlibrary loan, document delivery and SDI.

5) Mallory, R.P. Future fax: a proposal for document transfer. In: Information revaluation: proceedings fo the 38th ASIS Annual Meeting, vol. 12, Boston, Mass., October 26-30, 1975. Edited by C.W. Husbands, Ruth L. Tighe. Washington, D.C., ASIS, 1975. P. 3-4.

A system is proposed for ASIS to work with the National Commission on Libraries and Information Science (NCLIS) to establish a coordinated facsimile service which will be available to all networks participating in the evolving national program.

6) Nugent, W.R. and Knudson, D.R. A page image transmission and display system for Congressional information retrieval. In: The information age in perspective: proceedings of the 41st ASIS Annual Meeting, 1978, vol. 15. White Plains, N.Y., Knowledge Industry Publication for ASIS, 1978. P. 252-255.

Massachusetts Institute of Technology Library of Congress Congressional Research Service: Scorpio. The Library of Congress' existing bibliographic information retrieval system (SCORPIO) is being supplemented with text-access equipment enabling users to retrieve the full text from a file of over 2 million pages within a few seconds. Describes the subject configuration, operation from the user's viewpoint and project status.

D. Fee for Service

1) Finnigan,G. and Rugge,S. Document delivery and the experience of Information Unlimited. Online 2(1):62-69, January 1978.

Document delivery refers to the supply of a full text of any written material, published or unpublished; this can be in the form of a loan, photocopy or sold copy. Literature searchers are concerned with speedy delivery and as a result several delivery agencies have been set up. This article discusses criteria for choosing an agency and provides information on costs and services which can be considered by an academic library delivery service.

2) Maranjian, L. and Boss, R.W. Fee-based information services: a study of a growing industry. New York, Bowker, 1980. (Information Management Series, 1)

This book, one of the first North American full-scale studies of fee-based information services, presents a wealth of information based on an industry survey conducted in late 1979. Text and tables compare such characteristics as the variety of services offered by each firm and fees charges. Lengthy bibliography and index make this a valuable reference.

3) SPEC KIT 73 External Users

4) SPEC KIT 74 Fees for Serivces

Contain useful information on the types and costs of services relating to document delivery in academic libraries.